Federal Parent Locator Service

Intergovernmental Referral Guide

Tribal User Guide

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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 standards endorsed by the Data Standards Oversight Board on October 20, 2006, recommend the following:

- Continue to use the current 5-digit Locator (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 tribal CSE personnel who have been assigned special access privileges to information in the IRG and for tribal administrators who are responsible for maintaining their tribe’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, “Tribal Profiles,” describes how to view tribal CSE profile information.

Part 3, “Location Codes and Addresses,” describes how to view location codes and contact information for state, region, county, tribal and international CSE agencies, as well as central and regional OCSE offices.

Part 4, “Tribal Administrator Functions,” provides instructions for administrators to maintain their tribe’s information and to use IRG features that are available to administrators only.

1. INTRODUCTION TO THE IRG

The IRG is composed of two parts:

1. The **Profile Section** contains a high-level profile of each state's and tribe's CSE programs, including information on the general program; Uniform Interstate Family Support Act (UIFSA); reciprocity; age of majority; statute of limitations; income withholding; paternity establishment, enforcement, modification and review/adjustment of child support orders, lump sum payments and insurance matching.
2. 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 tribes and states 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 Tribal Users

Tribal IRG administrators may designate up to five users in their tribe, 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 Tribal Profile for a tribe is the responsibility of tribal administrators, who have exclusive privileges to add, change and delete their tribe's information, as well as to download address information.

1.1.1 USER NAMES AND PASSWORDS

User names and passwords for authorized tribal 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 Home Page
- IRG Tribal View Map Page
- IRG Tribal Administrator 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.

- **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 an 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 tribal and state users and administrators.

Figure 1-1: The IRG Home Page

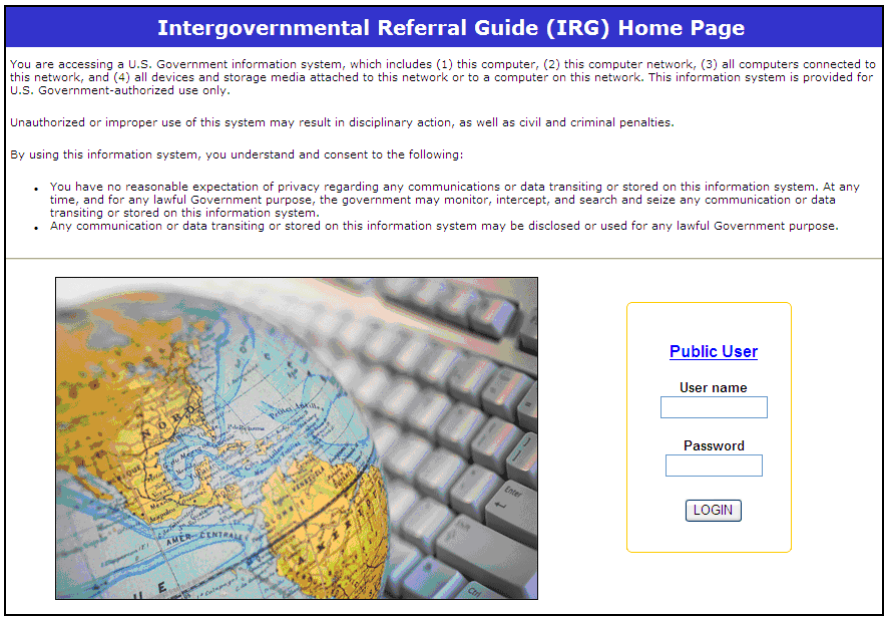


Chart 1-1 describes the features of this page. For information on the links at the bottom of the page, refer to Section 1.4, “The IRG Tribal View Map Page.” (The links on these two pages are identical.)

CHART 1-1: IRG HOME PAGE DESCRIPTION	
Element	Description
Public User	Opens the IRG Public Map Page, if users do not have login privileges.
User name	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 Tribal 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 Tribal View Map Page opens.)

> **Note:** Passwords are case sensitive. If unable to log in, be sure that the Caps Lock key is not on, and that the user name and password were typed correctly. Entering an incorrect username/password five times will lock the user account.

1.3.2 LOGGING OFF THE IRG

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

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. Accounts that have been locked due to the system timing out cannot be unlocked by the IRG Help Desk.

1.4 The IRG Tribal View Map Page

The IRG Tribal View Map Page, shown in Figure 1-2, enables users to view profiles, location codes, and addresses for their tribe or other tribes. 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 Tribal View Map Page

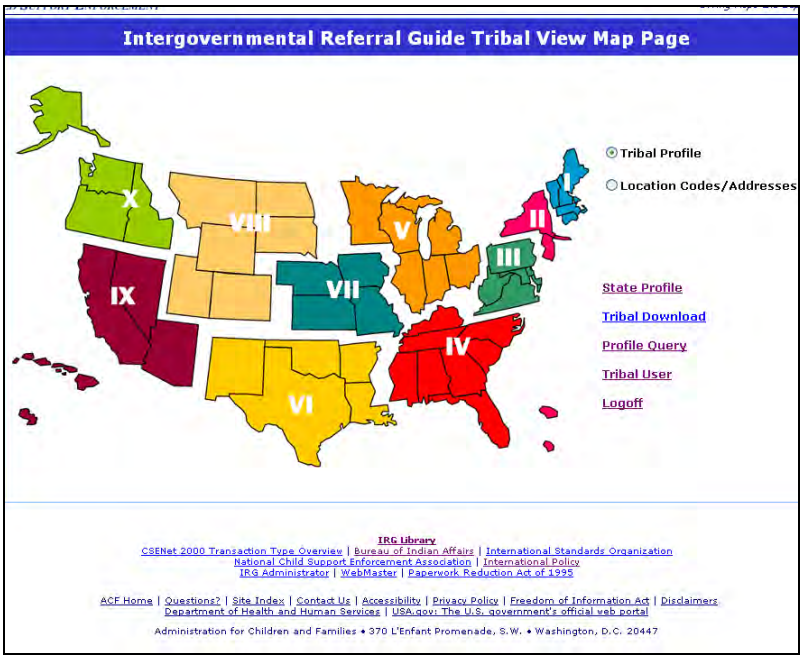


Chart 1-2 describes the functions available from this window.

CHART 1-2: IRG TRIBAL VIEW MAP PAGE DESCRIPTION	
Element	Description
Graphical Representation of Regions I-X	Opens the IRG Tribal page with a list of associated tribes for the selected region after users click a region.
Tribal Profile	Opens the IRG Tribal Page after users click a region.
Location Codes / Addresses	Opens the Location Codes and Addresses window for the region selected on the map.
State Profile	Opens the IRG Public Map Page to allow users to select a state to view its profile**.**
Tribal Download	Opens a document in the browser window that contains the profiles for all tribes.
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 can log in to the IRG.
Logoff	Logs users off the designated area for authorized users and returns to the IRG Home Page.

Chart 1-3 describes the functions available from this window.

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

CHART 1-3: IRG TRIBAL VIEW MAP PAGE LINK DESCRIPTIONS	
Links	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.

CHART 1-3: IRG TRIBAL VIEW MAP PAGE LINK DESCRIPTIONS	
Links	Description
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.

2. TRIBAL PROFILES

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

2.1 Accessing Tribal Profiles

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

1. Click **Tribal Profile** on the right side of the page.
2. Click the number of 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 Tribal View Map Page from links within the Tribal Profile section.

2.2 The IRG Tribal Window

To view a tribe's profile:

1. In the IRG Tribal View Map Page (Figure 1-2), click **Tribal Profile**.
2. Click the number of the region in which the tribe is located. (The IRG Tribal window, shown in Figure 2-1, opens.)

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

Figure 2-1: The IRG Tribal Window

Chart 2-1 describes the features of this window.

CHART 2-1: 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 tribes in the region selected.
Return to Map	Opens the IRG Tribal View Map Page.

To view a tribe's profile:

1. Click the name of the desired tribe to view its profile. (The Tribal Profile window opens.)

2.3 The Tribal Profile Window

The Tribal Profile window, shown in Figure 2-2, 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. Users can view, print or download the information contained in the Tribal Profile.

Figure 2-2: The Tribal Profile Window

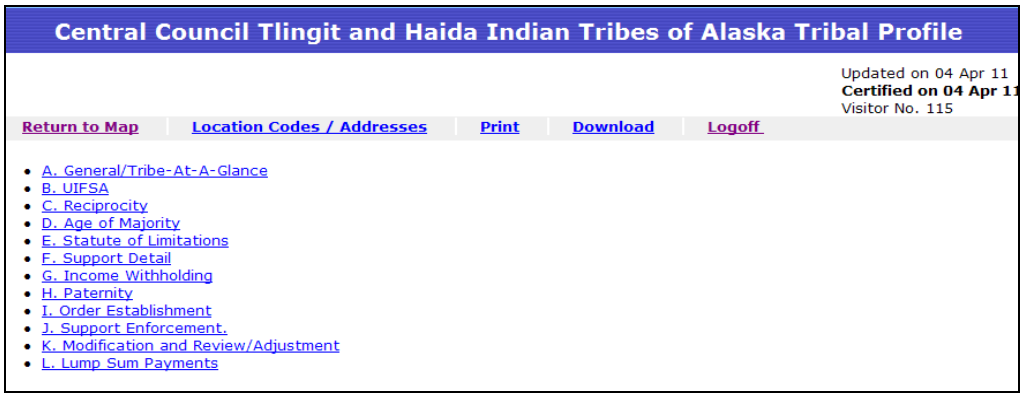


Chart 2-2 describes the functions contained in this window.

CHART 2-2: TRIBAL PROFILE WINDOW DESCRIPTION	
Element	Description
Updated on	Displays the date that the profile information was last updated.
Certified on	Displays the date that the tribal administrator last certified that the profile information is correct.
Visitor No.	Displays the number of visitors to the page since the IRG was implemented.
Return to Map	Opens the IRG Tribal View Map Page.

CHART 2-2: TRIBAL PROFILE WINDOW DESCRIPTION	
Element	Description
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.
Download	Opens the profile for the selected tribe in a browser window. Users 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/Tribe-At-A-Glance	Describes how child support services are organized in the tribe.
B. UIFSA	Provides information on the tribe's Uniform Interstate Family Support Act (UIFSA).
C. Reciprocity	At this time, this section of the profile does not pertain to tribes.
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. 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 Payment	Outlines the tribe's procedure and criteria for lump sum payments.

2.3.1 VIEWING THE CONTENTS OF A TRIBAL PROFILE

To view the contents of a Tribal Profile:

1. Click the link that contains the information to view.

OR:

2. Scroll to the desired section.

To return to the top of the page:

1. Click **top of page**.

2.3.1.1 Links to Additional Information about 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 2-3 shows an example of a link to statutory information in the answer to question D2.

Figure 2-3: Example of a Link to Additional Statutory 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?	Statue of Limitations for Paternity Establishment No Limitation □ 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 □ 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).
D3. Does the date of the order impact what law is applied?	

To view statutory information:

1. Click the URL (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 (ACF) disclaimer page.

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

2.4 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.

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

2.6 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 Tribal View Map Page. (The Profile Query window, Figure 2-4, opens.)

Figure 2-4: The Profile Query Window with Tribe Selected

Chart 2-3 describes the features of this window.

CHART 2-3: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG Tribal 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.)

2.6.1 THE TRIBES WINDOW

The Tribes window, shown in Figure 2-5, allows selection of tribes to be queried. Users can choose to query the responses of all tribes (the default) or 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 3.5, "Querying Responses to State Profile Questions."

Figure 2-5: The Tribes Window

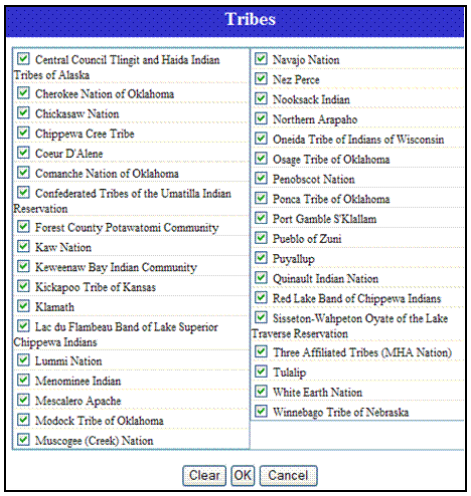


Chart 2-4 describes the features of this window.

CHART 2-4: 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.)

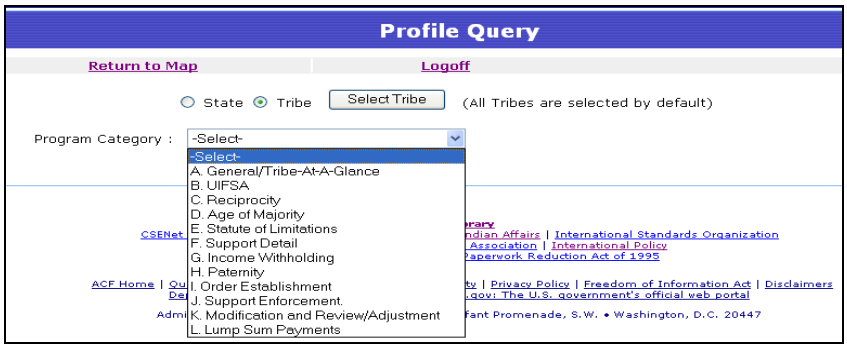
2.6.2 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

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:

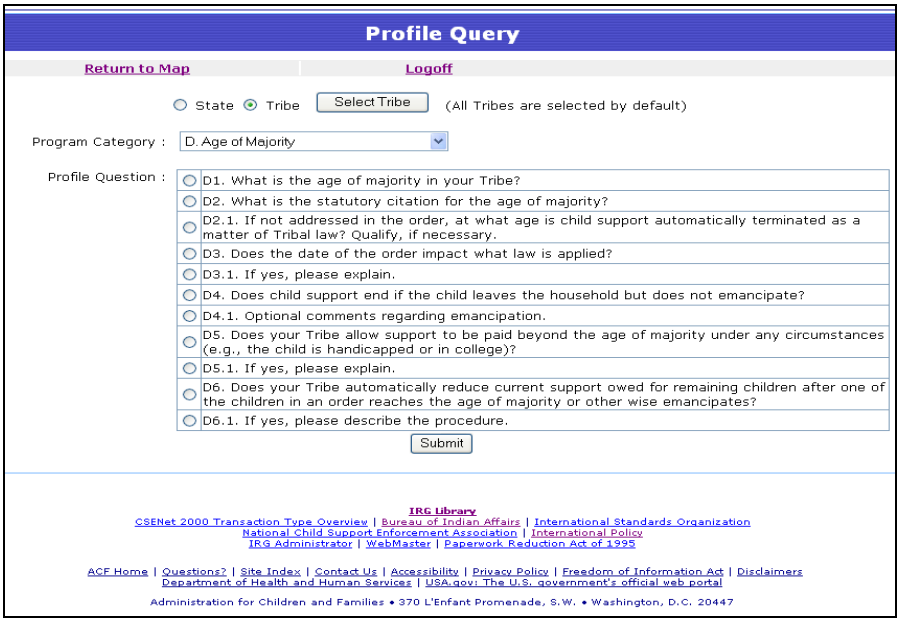
1. Click the **Program Category** list in the Profile Query window. (The Program Category list opens, as shown in Figure 2-6.)
2. Select a category.

Figure 2-6: 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 2-7.

Figure 2-7: 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 2-8, opens, displaying the query results alphabetically by tribe.)

Figure 2-8: The Profile Query Response Window

Profile Query Response

Return to Map | Profile Query | 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 fromhigh 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.)

2.7 Exiting the Tribal Profile Window

Exit the profile in one of several ways:

- By returning to the IRG Tribal View Map Page. (Click **Return to Map**.)
- By opening the Location Codes and Addresses window. (Click **Location Codes / Addresses**.)
- By logging off to return to the IRG Home Page. (Click **Logoff**.)

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

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3. STATE PROFILES

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

3.1 Accessing State Profiles

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

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

> **Note:** Users can return to the IRG Tribal View Map Page from links within the State Profile section.

3.2 The State Profile Window

Figure 3-1 shows an example of a State Profile window. Users can view, print or download the information contained in the State Profile.

Figure 3-1: The State Profile Window

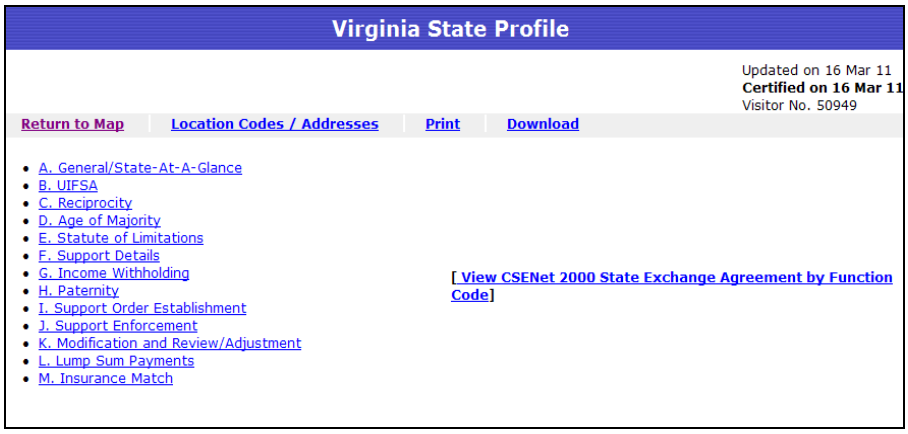


Chart 3-1 describes the features of this window.

CHART 3-1: 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 Tribal View Map Page.

CHART 3-1: 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 enable users 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. 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.

3.2.1 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.

3.2.2 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 Details
- G. Income Withholding
- H. Paternity
- I. Support Order Establishment
- J. Support Enforcement
- L. Lump Sum Payments
- M. Insurance Match

Figure 3-2 shows an example of a link to statutory information.

Figure 3-2: The State Profile Window with a Link to Additional 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 the disclaimer icon following the URL. Click the icon to open the Administration for Children and Families (ACF) disclaimers page.

3.3 Printing a State Profile

From the State 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 State Profile.

3.4 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 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.

3.5 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 Public Map Page. (The Profile Query window, Figure 3-3, opens.)

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

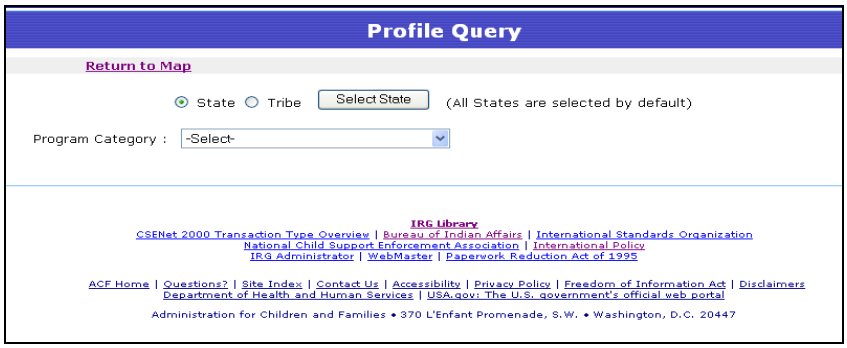


Chart 3-2 describes the features of this window.

CHART 3-2: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG Tribal View Map 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 state's responses they want in the query. By default, all states are selected. (If **Tribe** was selected, the label changes to **Select Trib**e.)
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.)

3.5.1 THE STATES WINDOW

The States window, shown in Figure 3-4, allows selection of states to be queried. Users can choose to query the responses of all states (the default) or 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 2.6, "Querying Responses to Tribal Profile Questions."

Figure 3-4: The States Window

Chart 3-3 describes the features of this window.

CHART 3-3: 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 state 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.)

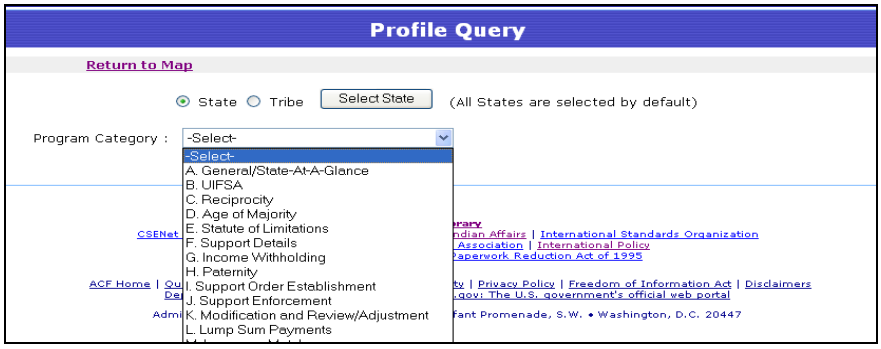
3.5.2 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

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:

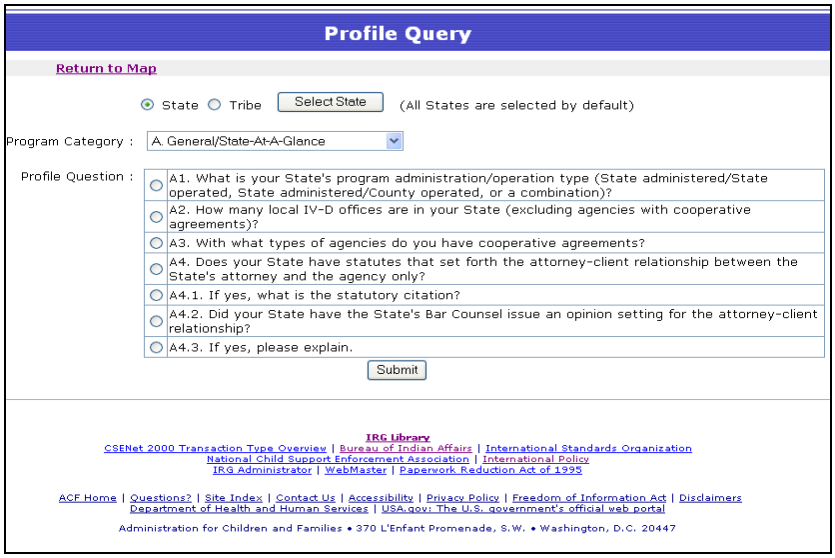
1. Click the **Program Category** list. (The Program Category list opens, as shown in Figure 3-5.)
2. Select a category.

Figure 3-5: The 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 3-6.

Figure 3-6: The 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
3. Figure 3-7 opens. The query results are displayed alphabetically by state.)

Figure 3-7: The Profile Query Response Window

Profile Query Response

Return to Map | Profile Query | Logoff

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.

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.)

4. LOCATION CODES AND ADDRESSES

The Location Codes and Addresses window provides access to location codes and address information.

4.1 Accessing Location Codes and Addresses

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

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

1. Click **Location Codes / Addresses** on the right side of the page.
2. Click a region on the map. (The Location Codes and Addresses window opens.)

From the Tribal Profile window task bar (Figure 2-2).

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

> **Note:** Users can return to the IRG Tribal View 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

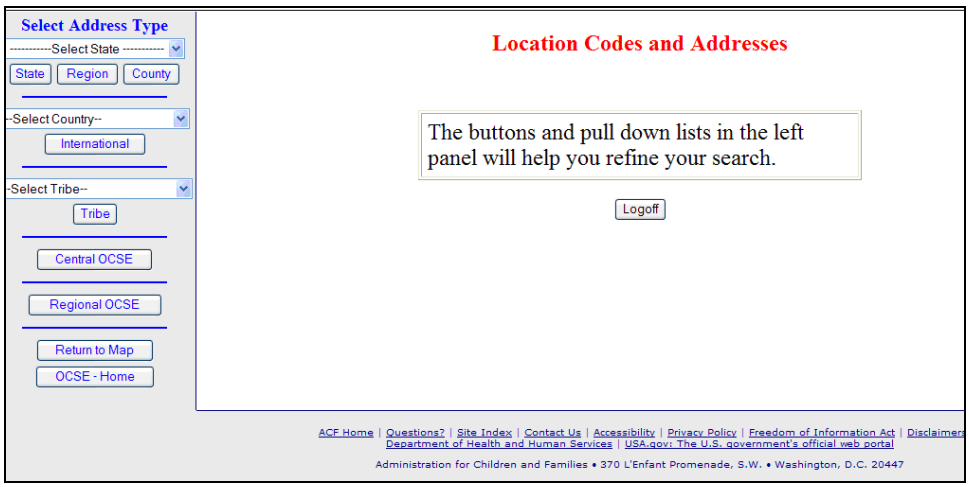


Chart 4-1 describes the features of this window.

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 (only 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 View Tribal Address Data window to display tribal addresses.
Central OCSE	Opens the Select Central OCSE Addresses window to select a central OCSE address.
Regional OCSE	Opens the Select Regional OCSE Addresses window to select an OCSE regional office address.
Exit IRG	Closes the Location Codes and Addresses window and returns to the IRG Home Page.
Return to Map	Returns to the IRG Tribal View Map Page.
OCSE – Home	Opens the Office of Child Support Enforcement (OCSE) Home Page.

4.3 Searching Location Codes and Addresses

This section describes how to locate state and tribal location codes and addresses. It also describes how to locate addresses 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.

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

4.3.1 THE SELECT STATE ADDRESSES WINDOW

To search for a state address from the Location Codes and Addresses window (Figure 4-1):

1. Select the state from the –Select State– list, if the desired state is not already selected.
2. Click **State**. (The Select State Addresses window opens.)

> **Note:** If a different state is selected on the list after this window opens, click **State** again to retrieve addresses for the newly selected state.

Figure 4-2 shows the Select State Addresses window. 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

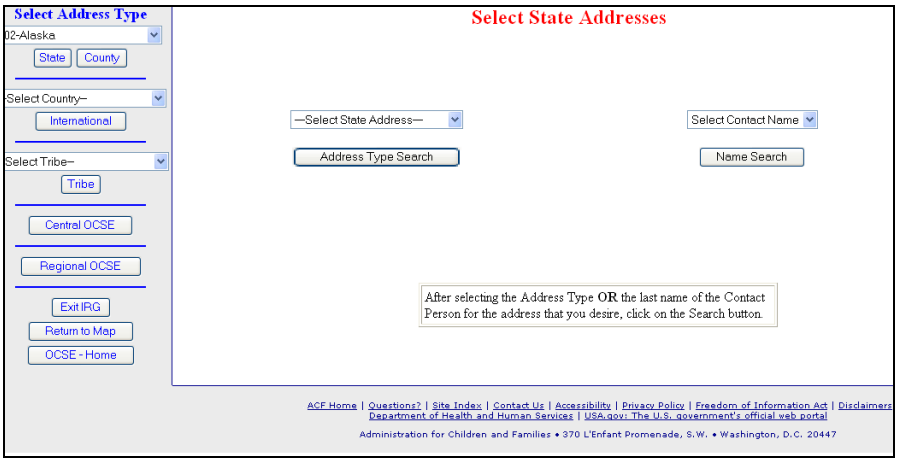


Chart 4-2 describes the features of this window

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 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.
Exit IRG	Logs users off the designated area of the IRG 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.
8. Click **Address Type Search**. (The View State 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 State Address Data window 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

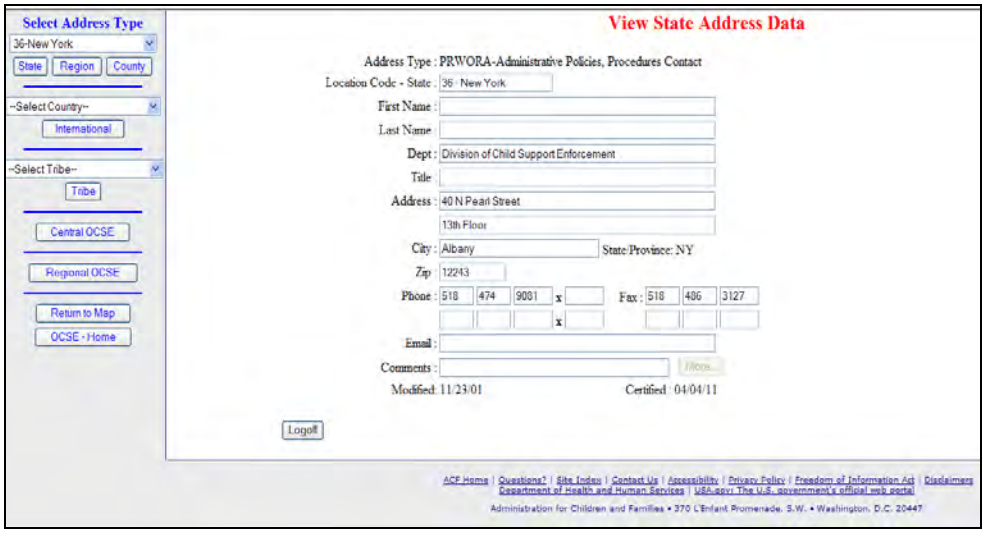


Chart 4-3 describes the features of this window.

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	Contains 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 window.

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

4.3.3 THE SELECT STATE REGION ADDRESSES WINDOW

Some states provide CSE services through regional offices. If a state has regions, a Region button appears on the navigation panel of the Addresses and Location Codes window. After clicking **Region**, the Select State Region window opens (Figure 4-4).

Figure 4-4: The Select State Region Addresses Window

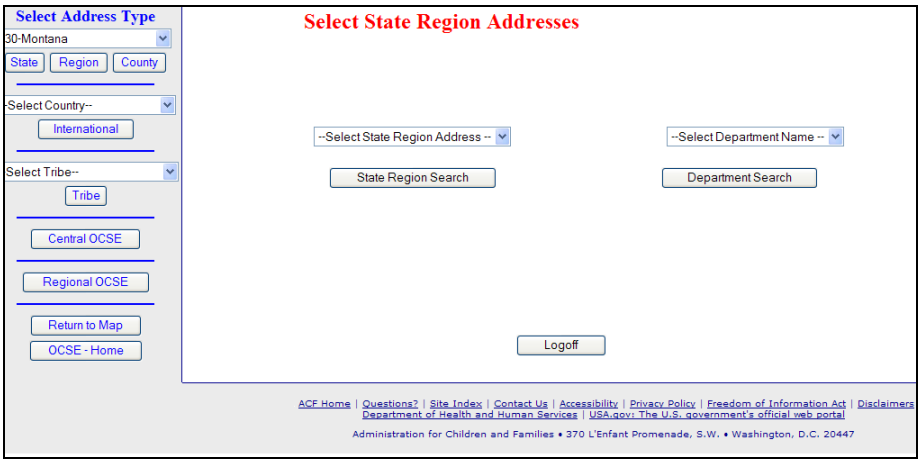


Chart 4-4 describes the features of this window.

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.

CHART 4-4: SELECT STATE REGION ADDRESSES WINDOW DESCRIPTION	
Element	Description
Logoff	Closes the Select State Region Address window and returns to the IRG Home Page.

To search for a 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.)

4.3.4 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

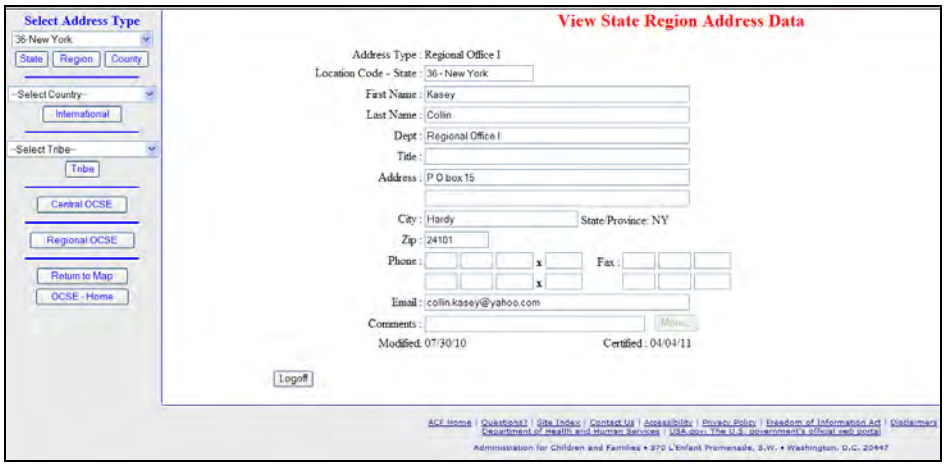


Chart 4-5 describes the features of this window.

CHART 4-5: VIEW 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	Contains 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 window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was last certified as current.

CHART 4-5: VIEW REGION ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

4.3.5 THE SELECT COUNTY ADDRESSES WINDOW

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

Figure 4-6: The Select County Addresses Window

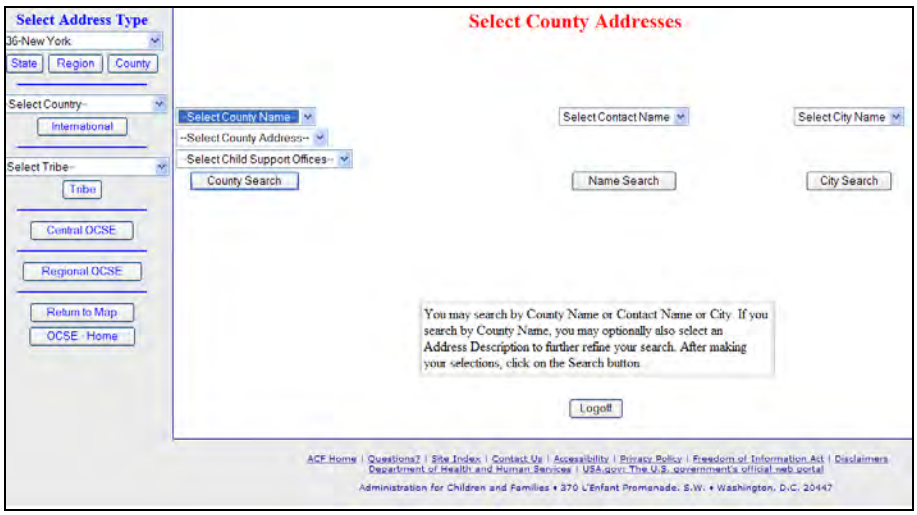


Chart 4-6 describes the features of this window.

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 –Child Support Offices– list is unavailable for selection.)
–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 –Address Type– list is unavailable for selection. (If there are no addresses for child support offices, this list does not appear.)

CHART 4-6: SELECT COUNTY ADDRESSES WINDOW DESCRIPTION	
Element	Description
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 of the IRG for authorized users and returns to the IRG Home Page.

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

1. Select a county and/or address type, contact or city 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.)

4.3.6 THE VIEW COUNTY ADDRESS DATA WINDOW

Address data is returned in the View County Address Data window (Figure 4-7).

Figure 4-7: The View County Address Data Window

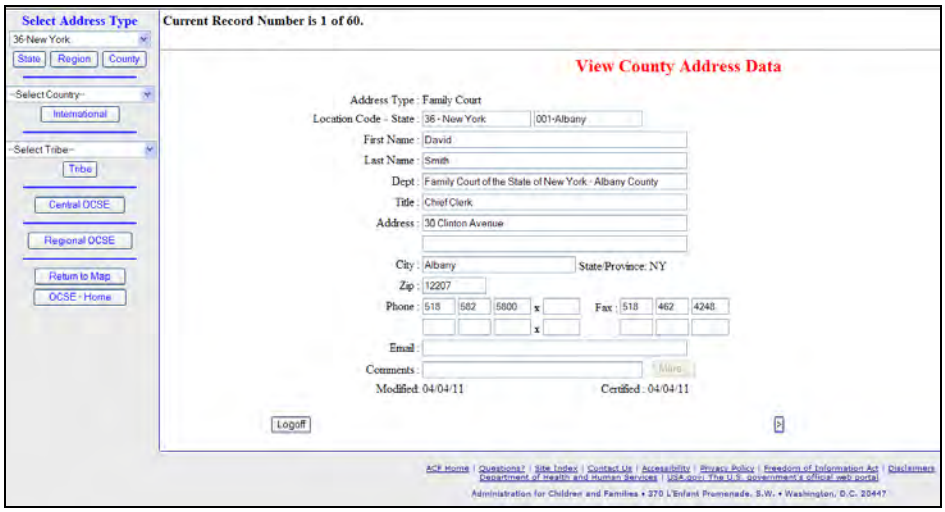


Chart 4-7 describes the features of this window.

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	Contains 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 window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date 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.

4.3.7 THE SELECT COUNTRY PROVINCE 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 list for selection are those for which address information can be readily confirmed.

Select a country and click **International** from the Addresses and Location Codes window. The View International Address Data window, shown in Figure 4-9, appears.

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

Figure 4-8: The Select Country Province Addresses Window

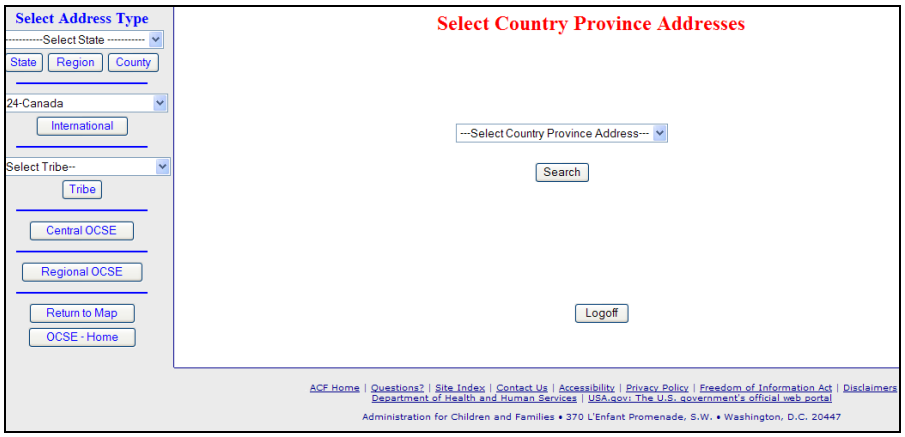


Chart 4-8 describes the features of this window.

CHART 4-8: SELECT COUNTRY PROVINCE ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select Country Province Address–	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 information is located.
Logoff	Closes the Select Country Province Addresses window 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 appears.)

4.3.8 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 opens after users click **International**.

Figure 4-9: The View International Address Data Window

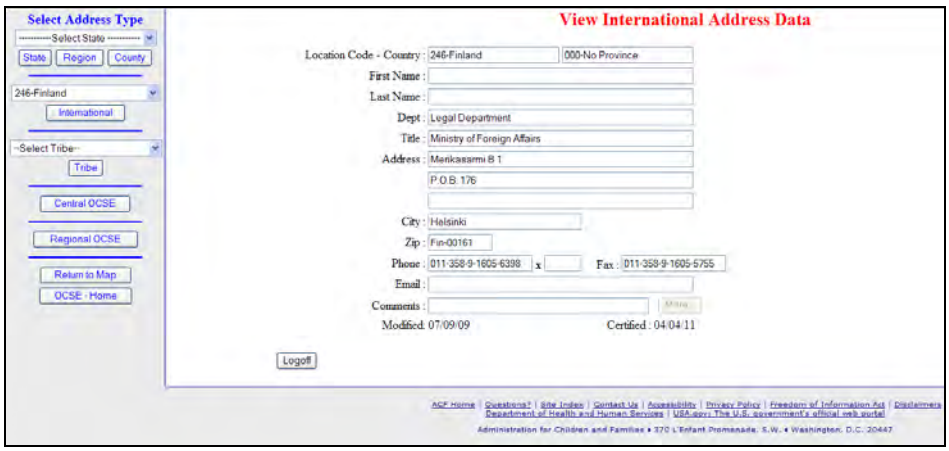


Chart 4-9 describes the features of this window.

CHART 4-9: VIEW INTERNATIONAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Location Code – Country	Displays the country location code and name.
Contact Information	Contains 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 window.
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the address was certified as current.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

4.3.9 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 4-10). From this 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 of the IRG 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.)

4.3.10 THE VIEW CENTRAL ADDRESS DATA WINDOW

Address data is returned in the View Central Address Data window, shown in Figure 4-11.

Figure 4-11: The View Central Address Data Window

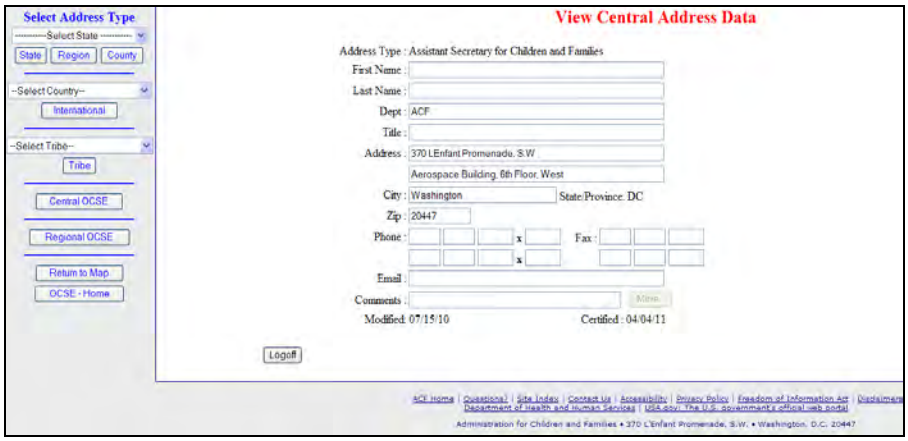


Chart 4-11 describes the features of this window.

CHART 4-11: VIEW CENTRAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
Contact Information	Contains contact information provided by the central 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 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.

4.3.11 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

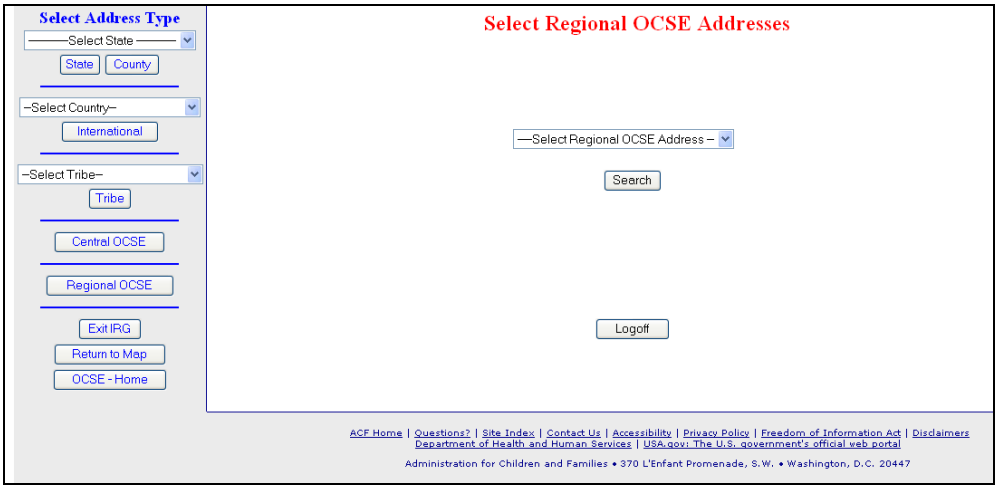


Chart 4-12 describes the features of this window.

CHART 4-12: SELECT REGIONAL OCSE ADDRESSES WINDOW DESCRIPTION	
Element	Description
-Select Regional OCSE Address-	Opens a list of regional OCSE offices 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 list.
2. Click **Search**. (The View Regional Address Data window opens.)

4.3.12 THE VIEW REGIONAL OCSE ADDRESS DATA WINDOW

Address data for a regional OCSE office is returned in the View Regional Address Data window, shown in Figure 4-13. The regional number and name of the selected region appear in the Address Type field.

Figure 4-13: The View Regional Address Data Window

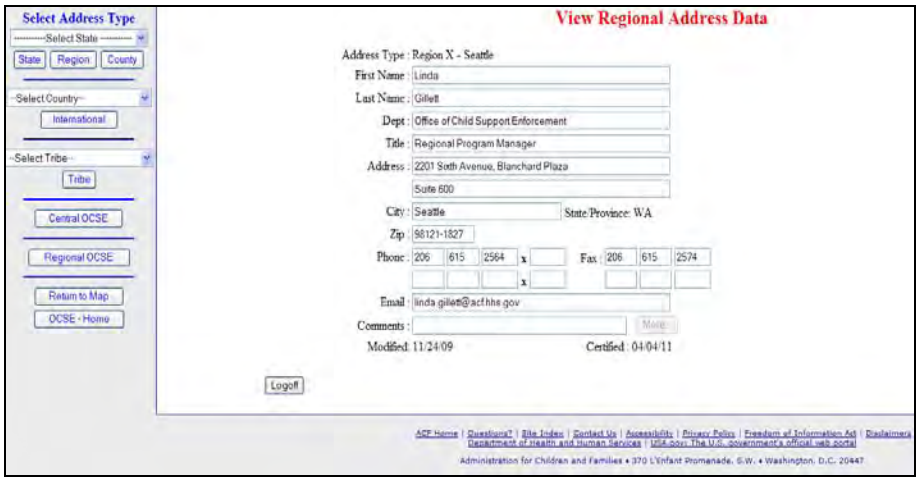


Chart 4-13 describes the features of this window.

CHART 4-13: VIEW REGIONAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the region number and region headquarters location.
Contact Information	Contains 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 window.)
Modified	Displays the date of the last modification of the address.
Certified	Displays the date that the Region administrator last certified the address information as correct.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

4.3.13 THE SELECT TRIBAL ADDRESSES WINDOW

After clicking **Tribe** from the Addresses and Location Codes window, the Select Tribal Addresses window opens (Figure 4-14).

A tribal address can be searched for by address type, contact name or region.

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 tribal address type selected and opens the View Tribal Address Data window when the address is located.
Select Contact Name	Opens a list of Comprehensive tribal offices point of contacts.
Name Search	Initiates a search for the contact name selected and opens the View Tribal Address Data window when the contact is located.
Select Region Name	Opens a list of Comprehensive tribal offices by region.
Region Search	Initiates a search for the region selected and opens the View Tribal Address Data window when the region is located.
Logoff	Logs users off the designated area of the IRG 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 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.”

To search by region:

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

4.3.14 THE VIEW TRIBAL ADDRESS DATA WINDOW

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

Figure 4-15: The View Tribal Address Data Window

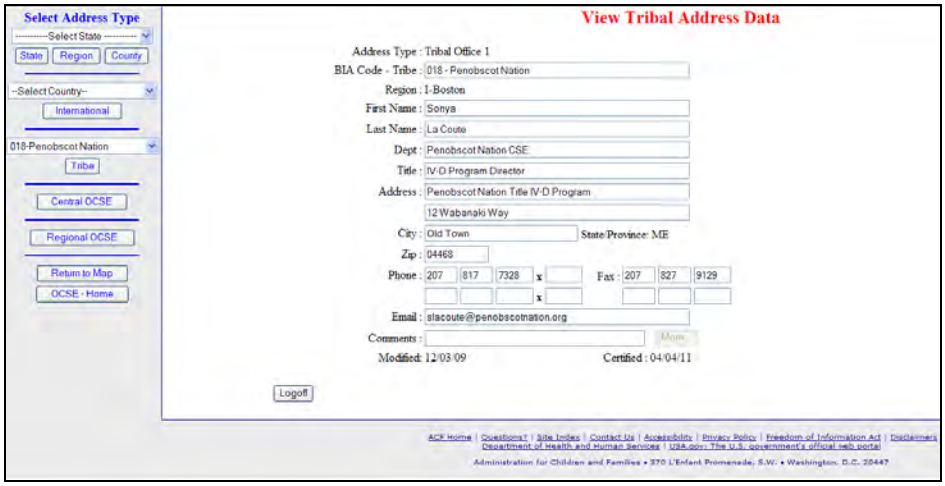


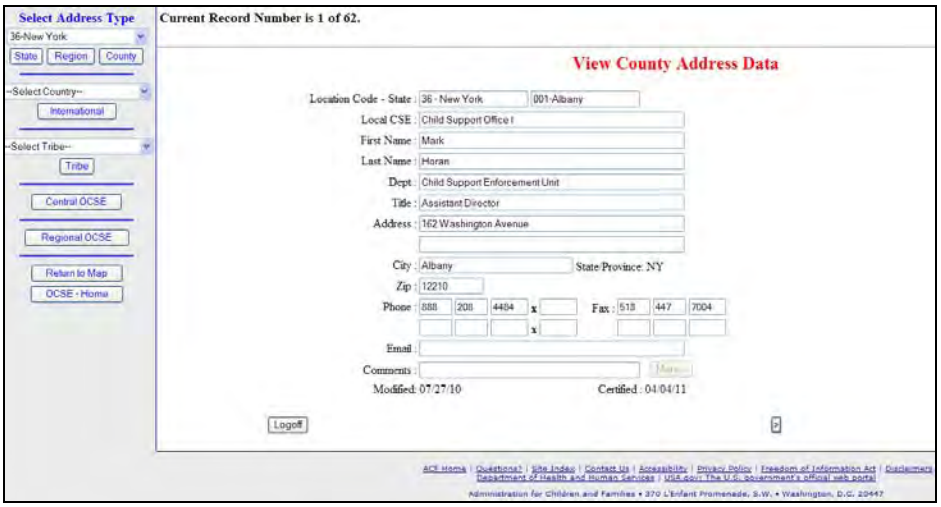
Chart 4-15 describes the features of this window.

CHART 4-15: VIEW TRIBAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address selected.
BIA Code – Tribe	Displays the BIA code and tribe name.
Region	Displays the OCSE Region number and name.
Contact Information	Contains 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 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.

4.3.15 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



To navigate from one record to the next:

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

4.3.16 EXITING ADDRESS WINDOWS

Exit the address window in one of three ways:

- By logging off. This returns the authorized user to the IRG Home Page. (Click **Logoff**.)
- By returning to the IRG Tribal View Map Page to choose another tribe or to view a Tribal Profile. (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. TRIBAL ADMINISTRATOR FUNCTIONS

Administrators for tribes perform the function of keeping the tribe's information current on the IRG. Administrators also have exclusive privileges for downloading all address information.

Administrators can designate up to five users in their tribes for privileges to view address information only to be used by tribal child support personnel. Instructions to view information were covered in Parts 1 through 3 and are not repeated in this section.

5.1 The IRG Tribal Administrator Map Page

From the IRG Tribal Administrator Map Page, shown in Figure 5-1, tribal administrators gain access to their tribal profiles and location codes / addresses in an edit mode. The administrators can also download IRG information and gain access to certain administrative windows available only for tribal administrators.

Figure 5-1: The IRG Tribal Administrator Map Page

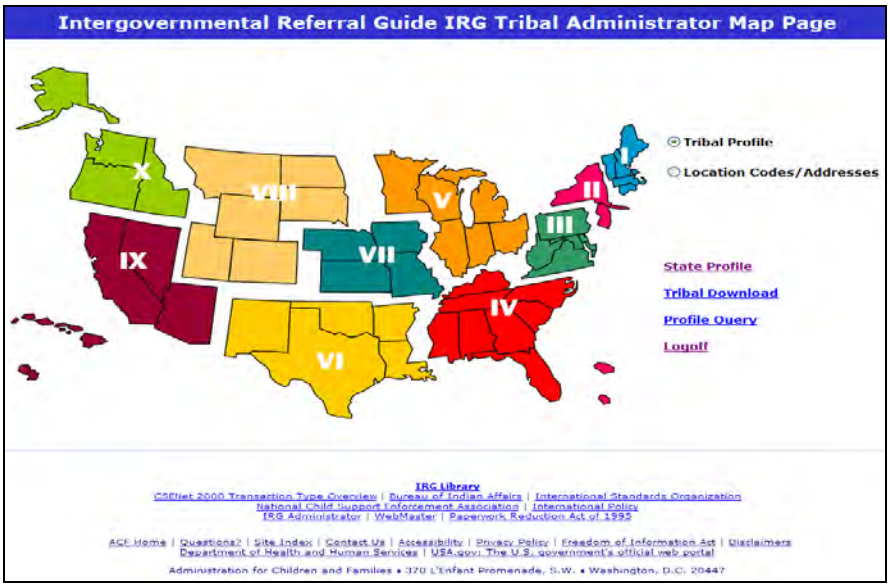


Chart 5-1 describes the features of this window.

CHART 5-1: IRG TRIBAL ADMINISTRATOR MAP PAGE WINDOW DESCRIPTION	
Element	Description
Graphical Representation of Regions I-X	Opens the IRG Tribal window to display a list of tribes in the selected region.
Tribal Profile	Opens the Tribal Profile of the selected region from the map.
Location Codes / Addresses	Opens the Addresses and Location Codes window.
Tribal Download	Opens a document in the browser window containing the profiles of all tribes.
Profile Query	Opens the Profile Query window to allow a search for tribes' or states' responses to a profile question.
State Profile	Opens the IRG Public Map Page to allow users to select a state to view its profile.
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 TRIBAL ADMINISTRATOR MAP PAGE LINK DESCRIPTIONS	
Link	Description
[IRG Library	Opens the online view of the IRG Tribal User Guide. The document is 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.
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.

CHART 5-2: IRG TRIBAL ADMINISTRATOR MAP PAGE LINK DESCRIPTIONS	
Link	Description
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 Tribal Profile Information

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

5.2.1 THE TRIBAL PROFILE WINDOW – ADMINISTRATOR'S VIEW

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

Figure 5-2: The Tribal Profile Window – Administrator's View

Chart 5-3 describes the features of this window.

CHART 5-3: TRIBAL PROFILE WINDOW DESCRIPTION – ADMINISTRATOR'S VIEW	
Element	Description
Updated on	Displays the date that the profile information was last updated.
Certified on	Displays the date that the state administrator last certified the profile information as correct.
Visitor No.	Displays the number of visitors to the page since the IRG was implemented.
Return to Map	Opens the IRG Tribal 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 tribe.

CHART 5-3: TRIBAL PROFILE WINDOW DESCRIPTION – ADMINISTRATOR'S VIEW	
Element	Description
Download	Opens the profile for the selected tribe in a browser window. Users select **File > Save As …** to save the information as a file.
Edit	Opens the Tribal Profile window in edit mode.
Certify	Allows authorized users to certify Profile information as current.
Logoff	Logs users off the designed area of the IRG for authorized users and returns to the IRG Home page.
Tribal Profile Program Categories	Provides access to the sections of the Tribal Profile.

5.2.2 ADDING, CHANGING AND DELETING TRIBAL PROFILE INFORMATION

When the administrator's view of the Tribal Profile is open, users have access to the edit mode for the profile. (Information to assist in preparing responses to profile questions is available on the OCSE website at; http://www.acf.hhs.gov/programs/cse/newhire/) Figure 5-3 shows the Tribal Profile – Edit window.

To gain access to the edit mode:

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

> **Note:** After clicking **Edit**, a message appears prompting users to print a copy of the current Tribal 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 Tribal Profile – Edit Window

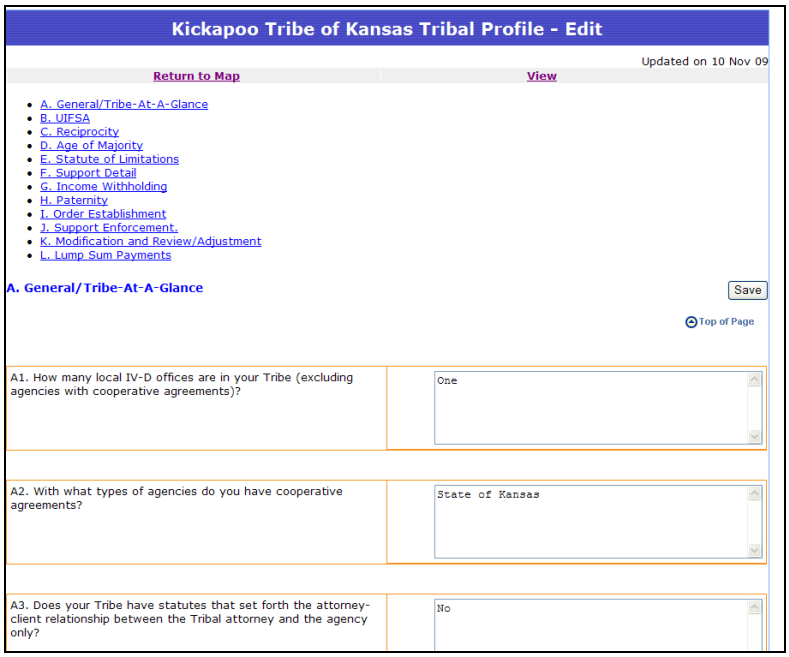


Chart 5-4 describes the features of this window.

CHART 5-4: TRIBAL 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 Tribal Profile and opens the IRG Tribal Administrator Map Page.
View	Exits the edit mode of the Tribal Profile and allows users to view the changes made to the profile.
Profile Sections A-L	Links to the program categories 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 Tribal Profile window. Click another section of the Tribal Profile to add, change or delete information.

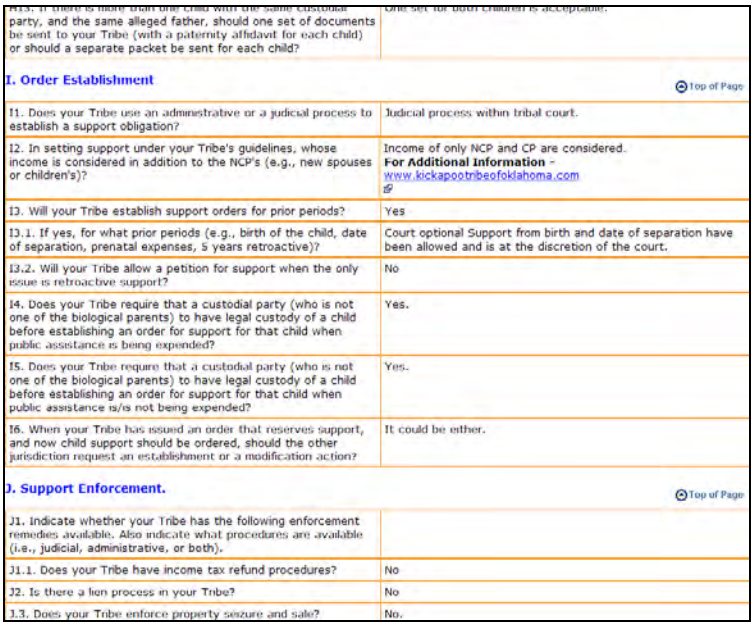
5.2.2.1 Types of Data Entry Fields

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

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

Figure 5-4 shows an example of the profile illustrating the last three of these data entry fields.

Figure 5-4: Tribal Profile Sample Data Entry Fields



party, and the same alleged father, should one set of documents be sent to your Tribe (with a paternity affidavit for each child) or should a separate packet be sent for each child?	One set for both children is acceptable.
I. Order Establishment	Top of Page
I1. Does your Tribe use an administrative or a judicial process to establish a support obligation?	Judicial process within tribal court.
I2. In setting support under your Tribe's guidelines, whose income is considered in addition to the NCP's (e.g., new spouses or children's)?	Income of only NCP and CP are considered. **For Additional Information** - www.kickapootribeofoklahoma.com
I3. Will your Tribe establish support orders for prior periods?	Yes
I3.1. If yes, for what prior periods (e.g., birth of the child, date of separation, prenatal expenses, 5 years retroactive)?	Court optional Support from birth and date of separation have been allowed and is at the discretion of the court.
I3.2. Will your Tribe allow a petition for support when the only issue is retroactive support?	No
I4. Does your Tribe require that a custodial party (who is not one of the biological parents) to have legal custody of a child before establishing an order for support for that child when public assistance is being expended?	Yes.
I5. Does your Tribe require that a custodial party (who is not one of the biological parents) to have legal custody of a child before establishing an order for support for that child when public assistance is/is not being expended?	Yes.
I6. When your Tribe has issued an order that reserves support, and now child support should be ordered, should the other jurisdiction request an establishment or a modification action?	It could be either.
J. Support Enforcement.	Top of Page
J1. Indicate whether your Tribe has the following enforcement remedies available. Also indicate what procedures are available (i.e., judicial, administrative, or both).	
J1.1. Does your Tribe have income tax refund procedures?	No
J2. Is there a lien process in your Tribe?	No
J3. Does your Tribe enforce property seizure and sale?	No.

Chart 5-5 explains the specifications for the data entry fields.

CHART 5-5: TRIBAL 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 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' tribes 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 tribe'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 Tribal Profile – Edit window opens.)
2. Click the desired profile section. (The window displays the section selected.)
3. Enter the data into the text boxes.
4. Click **Save** to save changes.

5.2.2.3 Entering and Testing a Link to the Tribe's Online Statutory Information

To enter a URL:

1. Click **Edit**. (The Tribal 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 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 to view the result. (A new browser window opens displaying the page specified.)
7. If the link is correct, close the window. If it is not, check the desired URL again and re-enter it in the Tribal Profile. Then click **Save** to save the revised information.
8. Click **View** to review changes, if desired.
9. 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 Tribal Profile – Edit window opens.)
2. Click the desired section link. (The window displays the section selected.)
3. Change or delete the information.
4. Click **Save**. (The changes are saved.)

5.2.3 EXITING THE EDIT MODE OF THE TRIBAL PROFILE

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

1. To view the Tribal Profile as edited or perform other activities, such as returning to the map page, downloading the tribe's profile, printing the profile, certifying or logging off:
   - Click **View**. (The Tribal Profile window opens.)

OR:

2. To go to the IRG Tribal Administrator Map Page to select another tribe:
   - Click **Return to Map**. (The IRG Tribal Administrator Map Page opens.)

5.2.4 PRINTING THE TRIBAL PROFILE

Administrators can print the tribe's profile from the Tribal Profile window.

To print a profile:

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

To print another tribe's profile:

1. Click **Return to Map**. (The IRG Tribal Administrator Map Page opens.)
2. Click **Tribal Profile**.
3. Click the number of the region in which the tribe is located. (The IRG Tribal window opens.)
4. Select the desired tribe. (The profile for the tribe selected opens.)
5. Click **Print**. (The Print dialog box of the browser opens.)
6. Click **OK** to send the profile to the printer.

5.2.5 CERTIFYING PROFILE DATA

Administrators are required to certify the accuracy of their tribes' data every 30 days. The OCSE administrator monitors certifications and conducts follow-up with tribes 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 Tribal Profile window. When logged on as tribal administrator, there is a Certify link to be used for this purpose.

To certify a tribe's profile:

1. Navigate to the Tribal Profile window.
2. Click **Certify**. (A confirmation message appears indicating that by clicking **OK**, the Tribal Profile information is valid as of the current date.)
3. Click **OK**. (The tribe's profile data 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 TRIBES

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

To select another tribe:

1. Click **Return to Map** to open the IRG Tribal Administrator Map Page.
2. Click the number of the region in which the tribe is located. (The IRG Tribal window opens.)
3. Click the desired tribe. (The Tribal Profile window for the selected tribe opens.)

> **Note:** When viewing another tribe's profile, administrators do not have edit privileges. Once they return to their tribe's data, the administrative 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 Tribal Administrator Map Page. (The Profile Query window, Figure 5-5, opens.)

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

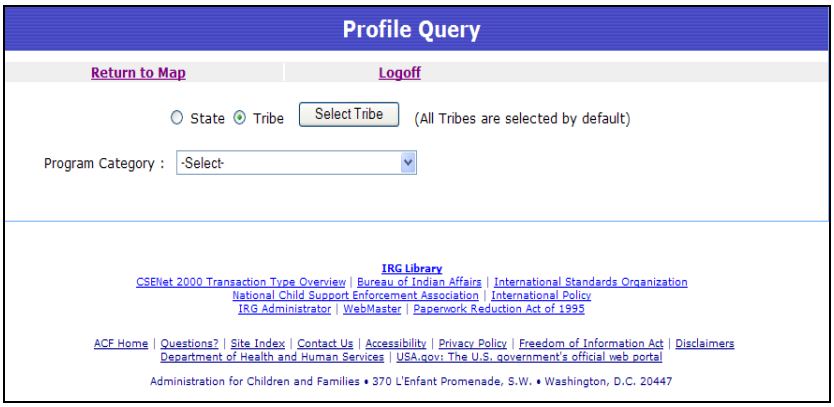


Chart 5-6 describes the features of this window.

CHART 5-6: PROFILE QUERY WINDOW DESCRIPTION	
Element	Description
Return to Map	Returns to the IRG Tribal 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.
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 begin specifying criteria for the query:

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

5.2.8 THE TRIBES WINDOW

The Tribes window, shown in Figure 5-6, allows selection of tribes to be queried. Users can choose to query the responses of all tribes 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 3.5, "Querying Responses to State Profile Questions."

Figure 5-6: The Tribes Window

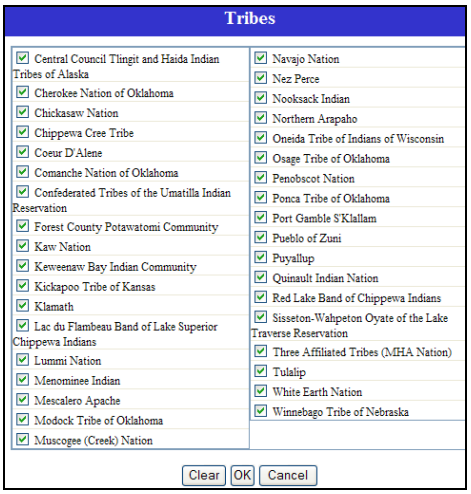


Chart 5-7 describes the features of this window.

CHART 5-7: 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.)

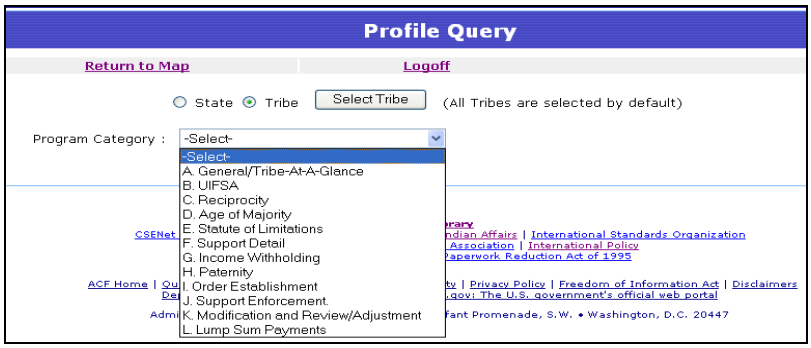
5.2.9 SELECTING A PROGRAM CATEGORY AND PROFILE QUESTION

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:

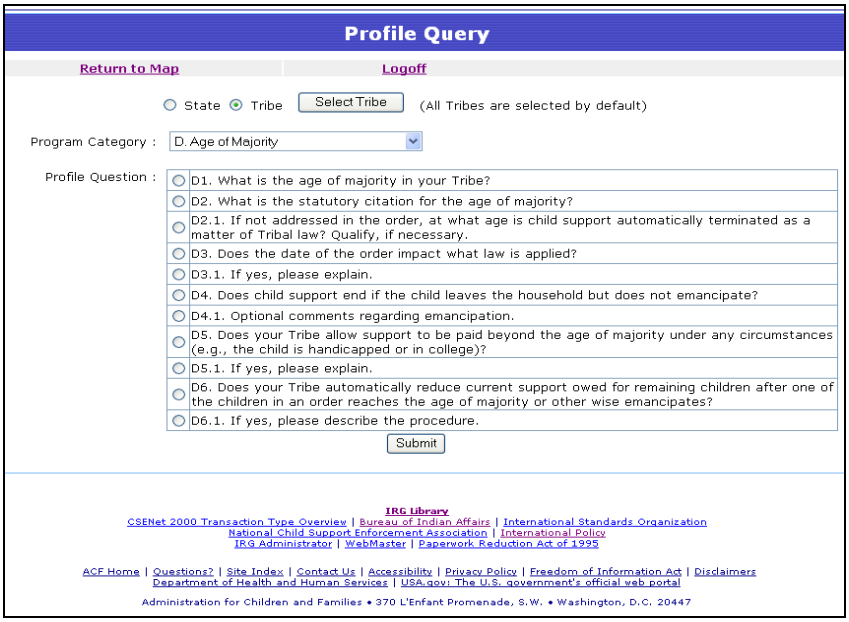
1. Click the **Program Category** list in the Profile Query window. (The Program Category list opens, as shown in Figure 5-7.)
2. Select a category.

Figure 5-7: 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 5-8.

Figure 5-8: 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 5-9, opens displaying the query results alphabetically by tribe.)

Figure 5-9: The Profile Query Response Window

Profile Query Response

Return to Map | Profile Query | 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 fromhigh 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.)

5.3 Maintaining Location Codes and Address Information

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

A tribal administrator can suggest an address type that is not currently available by sending an email to the IRG administrator, using the IRG Administrator link that appears at the bottom of the IRG Tribal 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 tribes or states.

The address types viewable by the public, as well as all authorized users, are listed below. 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.

- Automated Interstate Case Status Request
- Automated Interstate Payment Request

- Central Registry
- Employer Assistance Contact
- State Disbursement Unit
- State IV-D Director
- State Parent Locator Services
- [Domestic Violence Contact]

5.3.1 THE LOCATION CODES AND ADDRESSES WINDOW – ADMINISTRATOR'S VIEW

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

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

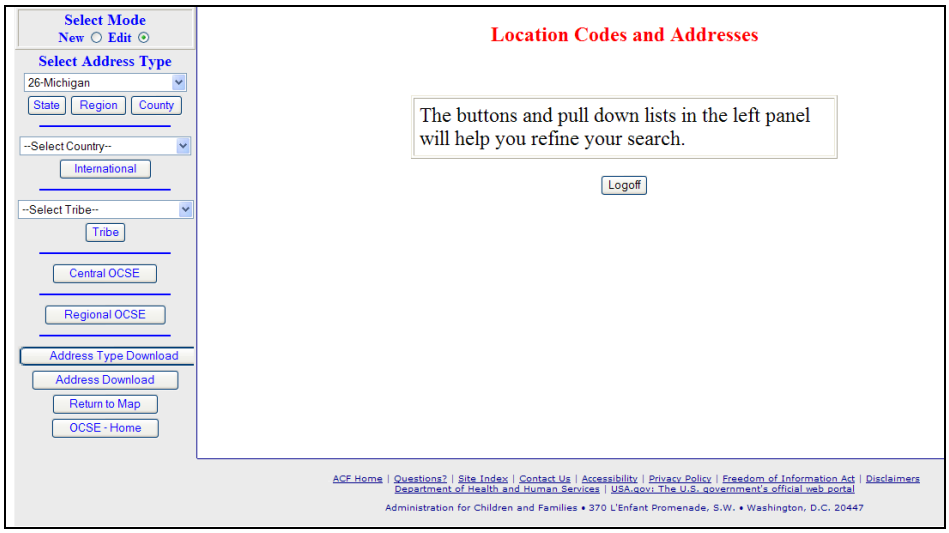


Chart 5-8 describes the features of this window. The first five elements allow administrators to add, change or delete addresses.

CHART 5-8: LOCATION CODES AND ADDRESSES – ADMINISTRATOR'S EDIT VIEW WINDOW DESCRIPTION	
Element	Description
Select Mode	Allows administrators to specify whether to add a new address or edit an existing address.
–Select State–	Allows the selection of a state to view its address information. If a state was previously selected on the map, its name appears in the list box.
State	The Select State Addresses window opens to allow users to select the search criteria for an address.

CHART 5-8: LOCATION CODES AND ADDRESSES – ADMINISTRATOR'S EDIT VIEW WINDOW DESCRIPTION	
Element	Description
Region	Opens the Select State Region Addresses window to allow users to select the search criteria for a state region address. (This function only appears if the state has defined regions.)
County	Opens the Select County Addresses window to allow users to select search criteria for a county address.
–Select Country–	Allows the selection of a country to search for an international address.
International	Opens the View International Address Data window or the Select Country Province Addresses window (only for countries, like Canada, that have provinces) to allow users 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 addresses for the selected tribe.
Central OCSE	Opens the Select Central OCSE Addresses window to search for a central OCSE address.
Regional OCSE	Opens the Select Regional OCSE Addresses window to search for OCSE regional office 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	Opens the IRG Tribal Administrator Map Page.
OCSE – Home	Opens the Office Child of Child Support Enforcement home page.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

5.3.2 ADDING A NEW ADDRESS

The New Tribal Address Data window, Figure 5-11, is used for adding addresses.

Figure 5-11: The New Tribal Address Data Window

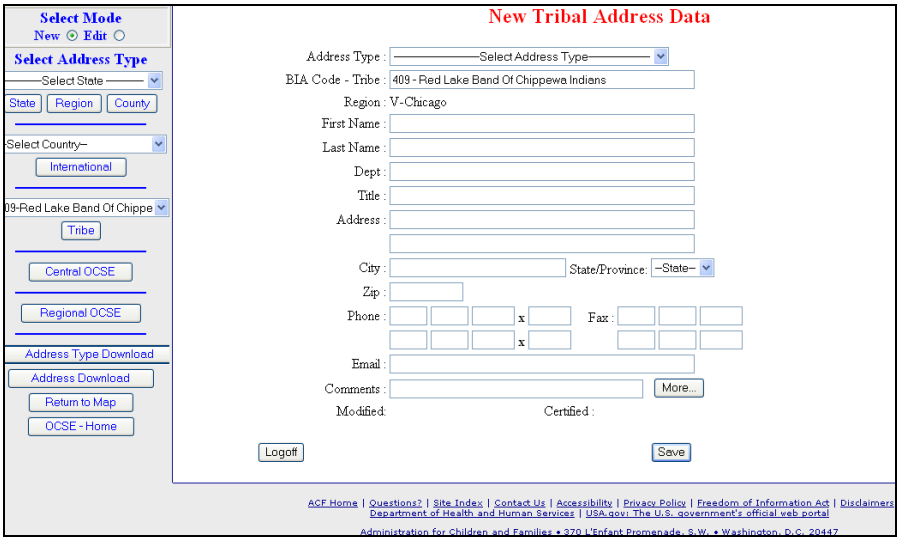


Chart 5-9 describes the features of this window.

CHART 5-9: NEW TRIBAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Allows administrators to select the address type of the address being added.
BIA Code – Tribe	Displays the administrator's tribe location code and name.
Region	Displays the OCSE region and region name.
Contact Information	Allows the administrator to enter contact information for the address type selected.
Comments	Allows a comment of up to 500 characters. If the comment is longer than the Comments 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.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

To open a New Tribal Address Data window:

1. Click **New** under Select Mode.
2. Click **Tribe**. (The New Address Data window opens.)
3. Select the address type.
4. Type the address.

> **Note:** There are four required fields: Address, City, State and Zip (Region 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.

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.
>
> **Certification**: A new address is automatically certified when saved.

5.3.3 ADDING A COMMENT

A comment 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 illustrates the IRG Comments window.

Figure 5-12: The IRG Comments Window

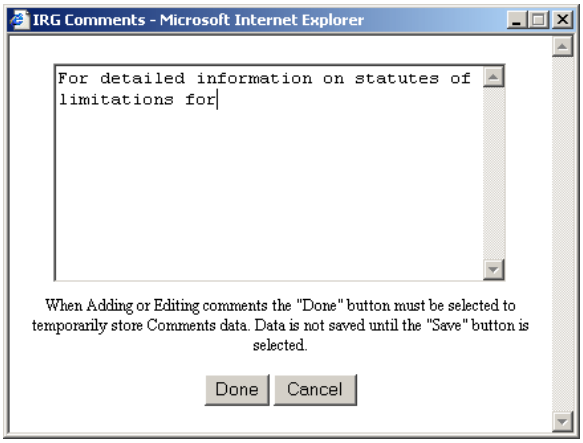


Chart 5-10 describes the features of this window.

CHART 5-10: IRG COMMENTS WINDOW DESCRIPTION	
Element	Description
Text Area	Used for typing the comment.
Done	Dismisses the IRG Comments window and retains the comment in memory until the user saves the address record.
Cancel	Dismisses the 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 display area, 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:

1. After saving the first new record, click **Tribe** again. (A New Tribal Address Data window opens.)

5.3.5 CHANGING OR DELETING AN EXISTING ADDRESS

When editing address records, administrators must first search for the record to be changed or deleted, using the Select Tribal Addresses window shown in Figure 5-13.

Figure 5-13: The Select Tribal Addresses Window

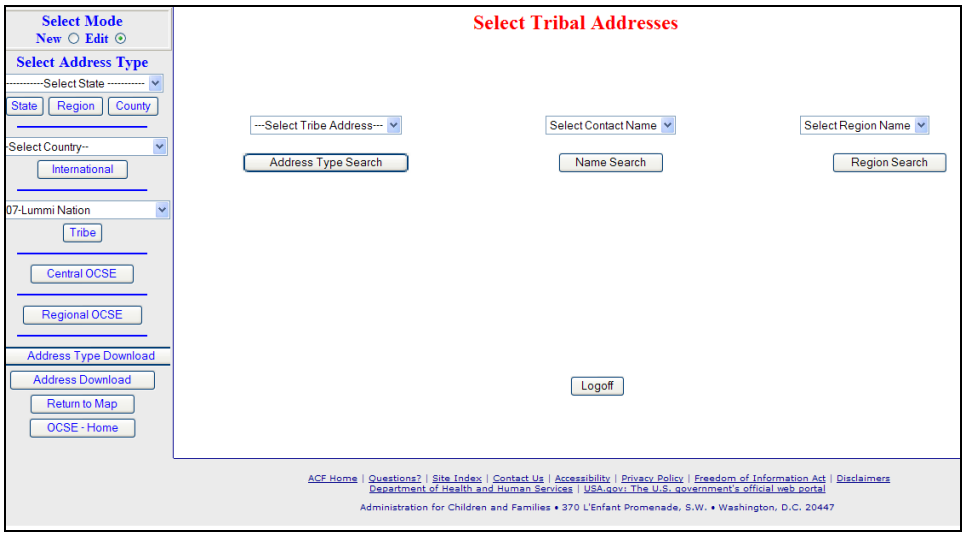


Chart 5-11 describes the features of this window.

CHART 5-11: SELECT TRIBAL ADDRESSES WINDOW DESCRIPTION	
Element	Description
–Select Tribe Address–	Opens a list of address types for selection.
Address Type Search	Initiates a search for addresses associated with the address type selected.
Select Contact Name	Open a list of contact names for selection. If no contacts are listed, the list indicates “No Names Available.”
Name Search	Initiates a search for the name selected and opens the View Tribal Address Data window when the address is located. (This button only appears when there are names in the IRG.)
Select Region Name	Opens a list of state 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.
Logoff	Logs users off the designated area of the IRG for authorized users and returns to the IRG Home Page.

After the search is complete, the relevant Edit Tribal Address Data window, shown in Figure 5-14, appears.

Figure 5-14: The Edit Tribal Address Data Window

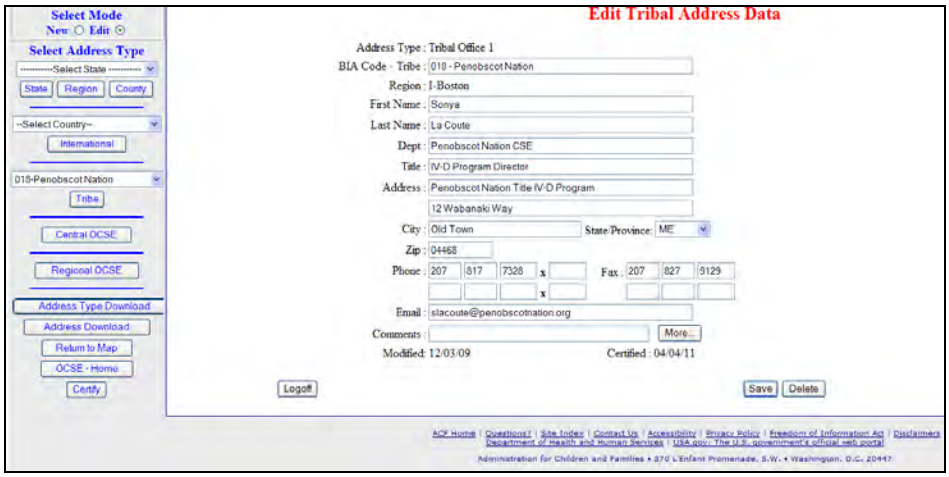


Chart 5-12 describes the features of this window.

CHART 5-12: EDIT TRIBAL ADDRESS DATA WINDOW DESCRIPTION	
Element	Description
Address Type	Displays the type of address.
BIA Code – Tribe	Displays the BIA code and tribe name.
Region	Displays the region of the selected tribe.
Contact Information	Allows the administrator to enter contact information for the address type selected.
Comments	Allows entry of comments 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 the address was added or last edited.
Certified	Displays the date 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.
Save	Allows users to save changes.
Delete	Allows users 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.
3. Select the desired search criteria from the available lists.
4. Click the relevant **Search** button. (The Edit Tribal 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. Select the desired search criteria to use from the available lists.
3. Click the relevant **Search** button. (The Edit Tribal Address Data window opens.)
4. Click **Delete**. (A prompt appears to confirm deleting the record.)
5. Click **OK**. (The address record is permanently deleted.)

Note: Deletions are permanent. Administrators need to be sure to have the means to recreate the address in case the record is deleted by mistake.

If an address is deleted and the information to restore it is unavailable, administrators can email the OCSE administrator, who can request retrieval of the address from the IRG history files.

5.3.6 CERTIFYING ADDRESS RECORDS

Tribal administrators are required to certify their tribe's address data (and profile data as well) every 30 days. If 30 days have elapsed since the last certification of the tribe's contact information, the administrator is prompted to certify addresses upon entering any address window.

5.3.6.1 Certifying New Addresses

When a new address is added in **New** mode, the address is automatically certified when the administrator saves the record.

5.3.6.2 Certifying Existing Addresses

Certifying one tribal address record certifies all records simultaneously.

To certify existing addresses:

1. Click **Edit** under Select Mode.
2. Click **Tribe**. (The Select Tribal Addresses window opens.)
3. Make the appropriate selection to initiate a search for the address to certify.
4. Click the **Address Type Search** button. (The address record appears in an Edit Tribal Address Data window.)
5. Review the address for accuracy.
6. Click **Certify**. (The window refreshes and the certification date appears in the "Certified on" field.)

5.3.7 VIEWING ADDRESSES FOR OTHER TRIBES

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

> **Note**: Since administrators can only add, change or delete records for their tribes, viewing addresses for another tribe requires leaving Edit mode.

To view addresses for another tribe:

1. Select a tribe from the tribe list.
2. Click **Tribe**. (The Select Tribal Addresses window appears.)
3. Select the search criteria.
4. Click the relevant **Search** button. (The View Tribal Address Data window appears with the search results. If there are no addresses for that tribe, a message to that effect appears in the window.)

5.4 Downloading Information

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 detailed information.

Figure 5-18 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 5-15, allows the download of address records for tribes, states and international countries. This window is accessible from both the IRG Tribal Administrator Map Page and the Addresses and Location Codes window.

5.4.2.1 Opening the IRG Record Download Window

To open the IRG Record Download window:

1. From the IRG Tribal Administrator Map Page, click **Address Download**. (The IRG Record Download window opens.)

OR:

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

Figure 5-15: The IRG Record Download Window

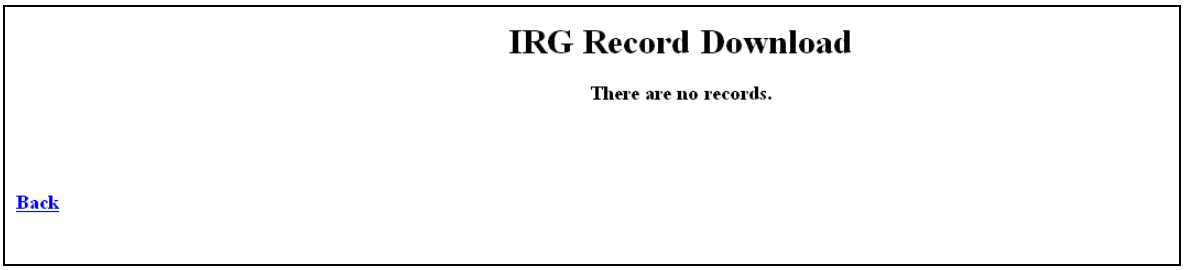
Chart 5-13 describes the features of this window.

CHART 5-13: IRG RECORD DOWNLOAD WINDOW DESCRIPTION	
Element	Description
All International Records – **Submit**	Opens the File Download dialog box. Users 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. Users 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 tribal, state and international.

CHART 5-13: IRG RECORD DOWNLOAD WINDOW DESCRIPTION	
Element	Description
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. Users select **Open** to display the types of 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. Users select **Open** to display the addresses for the date range specified in the search criteria, **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. Users select **Open** to display the addresses specified in the search criteria, **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.
Submit	Opens the File Download dialog box. Users select **Open** to display the addresses for the date range specified in the search criteria, **Save** to save the addresses to a file or **Cancel** to cancel the request.
Back	Returns to the Addresses and Location Codes window.
Return to Map	Returns to the IRG Tribal Administrator Map Page.

If no address records exist for the download criteria selected, a message to that effect is displayed, as illustrated in Figure 5-16.

Figure 5-16: 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

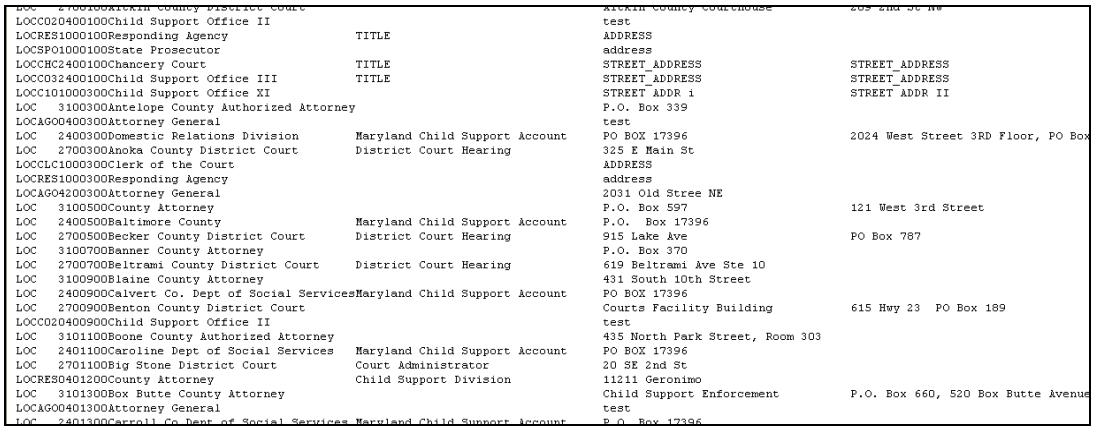
The File Download dialog box, shown in Figure 5-17, opens after initiation of a download request from any window containing an address download function. The **Open** button displays the file in the Web browser. The **Save** button allows users to save the file to their computers. The **Cancel** button 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 5-17: The File Download Dialog Box

Figure 5-18 illustrates a sample of a downloaded file.

Figure 5-18: Sample Downloaded Address File



```
LOCCO20400100Child Support Office II                                    test
LOCRES1000100Responding Agency                  TITLE                   ADDRESS
LOCSPO1000100State Prosecutor                                           address
LOCCHC2400100Chancery Court                     TITLE                   STREET_ADDRESS                  STREET_ADDRESS
LOCCO32400100Child Support Office III           TITLE                   STREET_ADDRESS                  STREET_ADDRESS
LOCC101000300Child Support Office XI                                    STREET ADDR i                   STREET ADDR II
LOC   3100300Antelope County Authorized Attorney                        P.O. Box 339
LOCAG00400300Attorney General                                           test
LOC   2400300Domestic Relations Division        Maryland Child Support Account  PO BOX 17396            2024 West Street 3RD Floor, PO Box
LOC   2700300Anoka County District Court        District Court Hearing  325 E Main St
LOCCLC1000300Clerk of the Court                                         ADDRESS
LOCRES1000300Responding Agency                                          address
LOCAG04200300Attorney General                                           2031 Old Stree NE
LOC   3100500County Attorney                                            P.O. Box 597                    121 West 3rd Street
LOC   2400500Baltimore County                   Maryland Child Support Account  P.O.  Box 17396
LOC   2700500Becker County District Court       District Court Hearing  915 Lake Ave                   PO Box 787
LOC   3100700Banner County Attorney                                     P.O. Box 370
LOC   2700700Beltrami County District Court     District Court Hearing  619 Beltrami Ave Ste 10
LOC   3100900Blaine County Attorney                                     431 South 10th Street
LOC   2400900Calvert Co. Dept of Social ServicesMaryland Child Support Account  PO BOX 17396
LOC   2700900Benton County District Court                               Courts Facility Building        615 Hwy 23  PO Box 189
LOCCO20400900Child Support Office II                                    test
LOC   3101100Boone County Authorized Attorney                           435 North Park Street, Room 303
LOC   2401100Caroline Dept of Social Services   Maryland Child Support Account  PO BOX 17396
LOC   2701100Big Stone District Court           Court Administrator     20 SE 2nd St
LOCRES0401200County Attorney                    Child Support Division  11211 Geronimo
LOC   3101300Box Butte County Attorney                                  Child Support Enforcement       P.O. Box 660, 520 Box Butte Avenue
LOCAG00401300Attorney General                                           test
LOC   2401300Carroll Co Dept of Social Services Maryland Child Support Account  P.O. Box 17396
```

5.4.3 DOWNLOADING ADDRESSES FROM THE IRG ADDRESS TYPE DOWNLOAD WINDOW

The IRG Address Type Download window, shown in Figure 5-19, is a convenient central point for tribal administrators to use for downloading address information.

From this window, administrators can choose to download state, tribal and international address records, as well as regional and central OCSE addresses. State region and local county addresses for states are also available. Administrators can specify the address fields to download, thereby eliminating address elements that are not needed.

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

5.4.3.1 Opening the IRG Address Type Download Window

To open the IRG Address Type Download window:

1. From the IRG Tribal Administrator Map Page click **Location Codes / Addresses.**
2. Click **Address Type Download**. (The IRG Address Type Download window opens.)

Figure 5-19: IRG Address Type Download Window

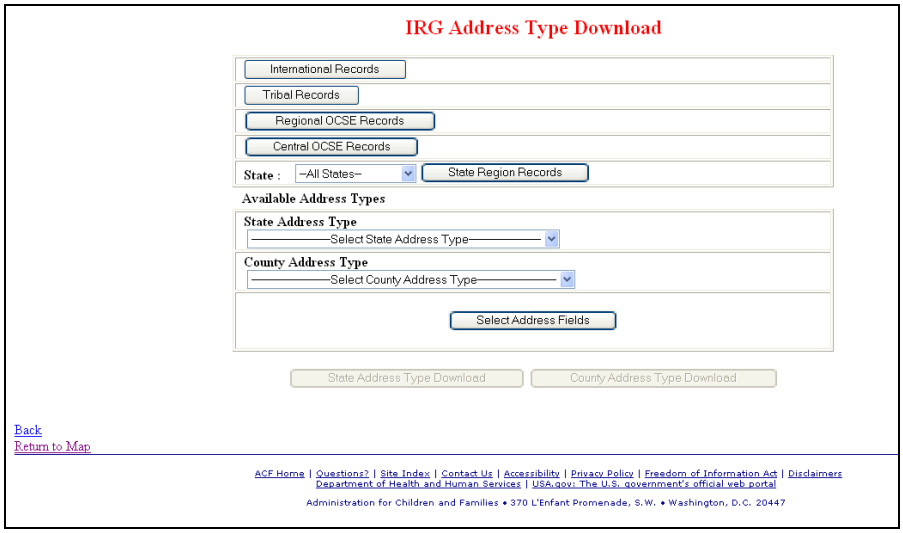


Chart 5-14 describes the features of this window.

CHART 5-14: 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 file.

CHART 5-14: 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 file.
Regional OCSE Records	Opens the File Download dialog box to download regional OCSE records to a browser window or file.
Central OCSE Records	Opens the File Download dialog box to download central OCSE records to a browser window or 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 state region addresses to a browser window or 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 field and opens the File Download dialog box to download state addresses to a browser window or file.
Local 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 file.

5.4.3.2 The Address Fields for Download Window

The Address Fields for Download window, shown in Figure 5-20, 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. .(The Download Record Layout is available on the OCSE website at:)

Figure 5-20: IRG Address Fields for Download Window

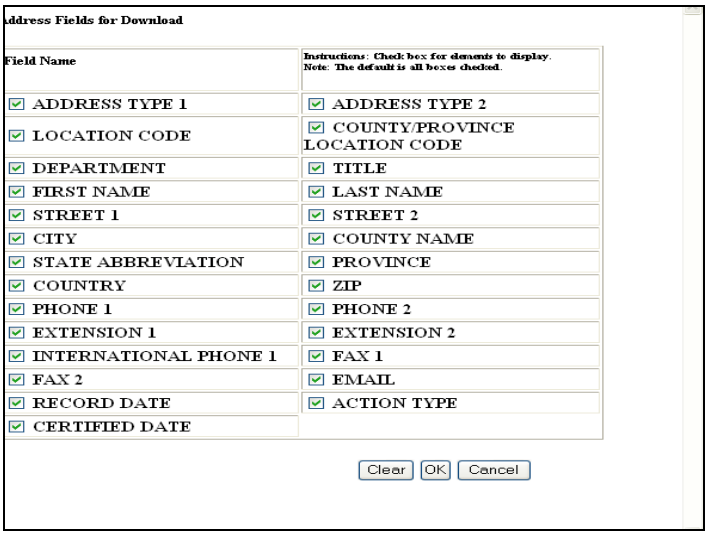


Chart 5-15 describes the features of this window.

CHART 5-15: IRG ADDRESS FIELDS FOR DOWNLOAD WINDOW DESCRIPTION	
Element	Description
Field Name List	Lists the fields contained in the download with check boxes that allow users to deselect fields that are not required.
Clear	Deselects all selected fields.
OK	Confirms selected address elements needed in the download.
Cancel	Cancels any 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 TRIBAL 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	• Account locks/unlocks for View users (modified)
Chart 1-3: IRG Tribal View Map Page Link Descriptions	• IRG Library (added)
Chart 5-2: IRG Tribal Administrator Map Page Link Descriptions	• IRG Library (added)
Section 5.3: Maintaining Location Codes and Address Information	• Domestic Violence Contact (added)