

## ICR Contact Guidelines Matrix

This ICR Contact Guidelines Matrix contains information to assist your State in contacting other States to resolve discrepancies with cases in common.

The information provided in this ICR Contact Guidelines Matrix should be used for ICR purposes only, and **not** for general child support inquiries.

The contact information for some States in this matrix might not match the contact information you receive with the response file. We suggest you use the contact information provided here before you use the information in the contact fields. Neither this document nor the ICR response files are meant to be used for general child support inquiries.

### Contact Information Column

As the Matrix shows, State preference for being contacted by other State workers varies widely. Some States provide a specific caseworker as a point of contact for every case. Other States prefer to channel all ICR inquiries through a single point of contact, which can be an office, a person, a phone number, or an e-mail address.

Contact information was gathered from the contact fields of the ICR extract files submitted by the States. A few States changed their contact preference after the extract files were matched, and it was not possible to change the information at that stage.

### Reason Code 01 Contact Information Column

When a case is returned to a State with a Reason Code 01 (no match found) **and** the State provides a specific caseworker as the contact point for a specific case, there is a communication problem: since no case data is provided with Reason Code 01 cases, there is no way to contact the State in these instances. After the initial version of the ICR Contact Guidelines Matrix was published, the need for supplemental contact information was addressed. As a result, generic contact information is provided in the **Reason Code 01 Contact Information** column.

State	Contact Information	Reason Code 01 Contact Information
<b>Alabama</b>	All ICR inquiries should go to: Central Registry reconcile@dhr.alabama.gov  Note: County names are also provided in the contact fields for reference.	All ICR inquiries should go to: Central Registry reconcile@dhr.alabama.gov
<b>Alaska</b>	ICR inquiries should go to: Paula Baker [Initiating State] 907-269-6829 907-787-3174 [fax] css.icr.init@alaska.gov Kim Small [Responding State] 907-269-6925 907-787-3143[fax] css.icr.resp@alaska.gov  Note: Not all of this information is in the contact fields.	<a href="mailto:css.icr.init@alaska.gov">css.icr.init@alaska.gov</a> Paula Baker 907-269-6981 907-787-3174 [fax] Paula.baker@alaska.gov
<b>Arizona</b>	All ICR inquiries should go to: azinterstate@azdes.gov  Note: This e-mail address is not in the contact fields.	azinterstate@azdes.gov
<b>Arkansas</b>	Caseworker name and phone number are provided with each case in the ICR file	Shuntrice Brooks 501-682-8100
<b>California</b>	Caseworker name, phone number, and e-mail address are provided with each case in the ICR file. ICR case data and any updated contacts are located at: <a href="http://www.childsup.cahwnet.gov/Home/AboutDCSS/NICRRproject/tabid/225/Default.aspx">http://www.childsup.cahwnet.gov/Home/AboutDCSS/NICRRproject/tabid/225/Default.aspx</a>	If you do not know the county to contact, please refer to: NICR@dcss.ca.gov or the Central Case Registry at: 888 851-6314 916 636-2410 [fax]
<b>Colorado</b>	Caseworker name or ID, phone number, and some e-mails are provided with each case in the ICR file. If other state cannot get satisfaction from the assigned worker, the Interstate Unit may be contacted at 303-866-4301.	Registered users may log in to access case data through the Colorado main web page: <a href="http://www.childsupport.state.co.us">www.childsupport.state.co.us</a> .  Interstate Unit: 303-866-4301
<b>Connecticut</b>	Caseworker name or office name are provided, depending on the status of the case in Connecticut's system. The appropriate telephone number is provided with each case in the ICR file.	Catherine Scordino, Court Planner I Connecticut Central Registry Support Enforcement Services 287 Main Street, 3rd Floor East Hartford, CT 06118 860-569-6274 Catherine.Scordino@jud.ct.gov
<b>Delaware</b>	All ICR inquiries should go to: Leslie Woods 302-395-6523 Leslie.Woods@state.de.us	Leslie Woods 302-395-6523 Leslie.Woods@state.de.us

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<b>District of Columbia</b>	All ICR inquiries should go to Jamai Deuberry 202-724-8166 Jamai.Deuberry@dc.gov	Jamai Deuberry 202-724-8166 Jamai.Deuberry@dc.gov
<b>Florida</b>	All ICR inquiries on specific cases should go to: 1-866-787-7352	1-866-787-7352 Or for questions of a technical nature: Peggy Pfeifer – 850-617-8189 <a href="mailto:pfeifepe@dor.state.fl.us">pfeifepe@dor.state.fl.us</a> , or Steven Marcus – <a href="mailto:marcuss@dor.state.fl.us">marcuss@dor.state.fl.us</a>
<b>Georgia</b>	Caseworker name, phone number and e-mail address are provided on all cases except for a few attached to a Central accounting location. A secondary contact is: Rose Bramlett 706-754-8629 <a href="mailto:rmbamlett@dhr.state.ga.us">rmbamlett@dhr.state.ga.us</a>	Rose Bramlett 706-754-8629 <a href="mailto:rmbamlett@dhr.state.ga.us">rmbamlett@dhr.state.ga.us</a>
<b>Guam</b>	Caseworker name, phone number, and e-mails are provided with each case in the ICR file.  Other ICR inquiries should go to: Kenneth Williams 671-475-3360 x 824 <a href="mailto:Ken.williams@guamcse.net">Ken.williams@guamcse.net</a>	Kenneth Williams 671-475-3360 x 824 <a href="mailto:Ken.williams@guamcse.net">Ken.williams@guamcse.net</a>
<b>Hawaii</b>	All ICR inquiries should go to: <a href="mailto:ATG.CSEA.ICR@hawaii.gov">ATG.CSEA.ICR@hawaii.gov</a>  Note: This e-mail address is not in the contact fields.	<a href="mailto:ATG.CSEA.ICR@hawaii.gov">ATG.CSEA.ICR@hawaii.gov</a>
<b>Idaho</b>	All ICR inquiries should go to the Customer Service phone number: 800-356-9868 Calls can be routed to the assigned worker, if necessary. The customer service number is provided with each case in the ICR file.	Customer Service 800-356-9868
<b>Illinois</b>	Caseworker name, phone number, and e-mail address are provided with each case in the ICR file.	Elaine Cason 217-524-8239 <a href="mailto:Elaine.Cason@illinois.gov">Elaine.Cason@illinois.gov</a>
<b>Indiana</b>	All ICR inquiries should go to: <a href="mailto:Indiana.ICR@dcs.IN.gov">Indiana.ICR@dcs.IN.gov</a>	<a href="mailto:Indiana.ICR@dcs.IN.gov">Indiana.ICR@dcs.IN.gov</a>
<b>Iowa</b>	All ICR inquiries should go to: <a href="mailto:InterCaseRec@dhs.state.ia.us">InterCaseRec@dhs.state.ia.us</a> All inquiries should go to this e-mail address. Staff will be assigned job of checking e-mail each day and responding to questions, or routing them to the assigned worker.  515-281-8854 [fax]	<a href="mailto:InterCaseRec@dhs.state.ia.us">InterCaseRec@dhs.state.ia.us</a>  515-281-8854 [fax]

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<b>Kansas</b>	All ICR inquiries should go to: CSERECON@srs.ks.gov  Note: Some cases also contain caseworker and phone information in the contact fields.	CSERECON@srs.ks.gov
<b>Kentucky</b>	All ICR inquiries should go to: Kentucky Central Registry 502-564-0255 [fax]  Note: This information is not in the contact fields.	Kentucky Central Registry 502-564-0255 [fax]
<b>Louisiana</b>	Caseworker name or ID, phone number and email address are provided with most cases in the ICR file. For cases with VACANT in the contact field, contact the Central Registry at 225-219-7825.	Central Registry P.O. Box 94065 Baton Rouge, Louisiana 70804-4065 225-219-7825 225-342-7397 [fax] SES-Central Registry@dss.state.la.us
<b>Maine</b>	Caseworker name and phone number are provided with some cases in the ICR file. A Central Closed Cases office and phone number are provided for other cases.	Mike Hughes Mike.Hughes@maine.gov
<b>Maryland</b>	Caseworker name and phone number are provided with each case in the ICR file.	Primary Contact: ICRegister@dhr.state.md.us  Secondary Contact: Sharon McEachern 410-767-8201 410-767-1319 [fax]
<b>Massachusetts</b>	All inquiries should be sent to: <a href="mailto:CSEICR@dor.state.ma.us">CSEICR@dor.state.ma.us</a>	CSEICR@dor.state.ma.us
<b>Michigan</b>	County worker name and phone number are provided with each case in the ICR file.  If the county information is not provided, call Central Registry at 517-241-8841 or email <a href="mailto:DHS-ICRegister@michigan.gov">DHS-ICRegister@michigan.gov</a>	County worker name and phone number are provided with each case in the ICR file.  If the county information is not provided, call Central Registry at 517-241-8841 or email <a href="mailto:DHS-ICRegister@michigan.gov">DHS-ICRegister@michigan.gov</a>
<b>Minnesota</b>	Caseworker name and phone number are provided with some cases in the ICR file. Other cases provide county contact information.	Sareen Steward 651-431-7516 [fax] Minnesota prefers initial contact to be via FAX. 651-431-4433 [phone]
<b>Mississippi</b>	Caseworker name and phone number are provided with each case in the ICR file.	Aletha Cross 601-359-4869 across@mdhs.state.ms.us
<b>Missouri</b>	Caseworker name and phone number are provided with each case in the ICR file.	Nancy Bundy 573-522-2117
<b>Montana</b>	Caseworker name, phone number, and e-mail address are provided with each case in the ICR file	Melanie Hultin 406 444-3801 mhultin@mt.gov

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<b>Nebraska</b>	Caseworker name and phone number are provided with each case in the ICR file.	Nebraska Call Center 877-631-9973
<b>Nevada</b>	Caseworker name, phone number, and some e-mail addresses are provided with each case in the ICR file.	Teri Harasha (Primary Contact) 775-684-0692 tharasha@dwss.nv.gov
<b>New Hampshire</b>	A District Office phone number is provided for each case in the ICR file.	Melody Towle mtowle@dhhs.state.nh.us
<b>New Jersey</b>	Caseworker IDs and county office phone numbers are provided with each case in the ICR file.	Lou DiGrigorio 609-249-8762 Louis.DiGrigorio@dhs.state.nj.us
<b>New Mexico</b>	All ICR inquiries should go to: John Robinson 800-585-7631 John.Robinson@state.nm.us	John Robinson 800-585-7631 John.Robinson@state.nm.us
<b>New York</b>	All ICR inquiries should go to phone numbers for each of the 58 counties. Code numbers for referral to the appropriate caseworker are provided for each case in the ICR file.	Rob Velcoff Manager of Interstate Operations 40 N Pearl Street, 13A Albany, NY 12243-0001 518-320-1078 518-486-3127 [fax] Rob.velcoff@dfa.state.ny.us
<b>North Carolina</b>	Caseworker name, phone number, and some e-mails are provided with each case in the ICR file.	Nisa Adkins nisa.adkins@dhhs.nc.gov
<b>North Dakota</b>	Caseworker name, phone number, and some e-mails are provided with each case in the ICR file.	Amy Oler 701-328-7512 701-328-6575 [fax] ajoler@nd.gov
<b>Ohio</b>	Caseworker name, phone number, and e-mails are provided with each case in the ICR file.	Ohio Interstate Central Registry: OHCENREG@ODJFS.STATE.OH.US
<b>Oklahoma</b>	All ICR inquiries should go to: Deborah Waltz 405-522-2765 deborah.waltz@okdhs.org	Deborah Waltz 405-522-2765 Deborah.waltz@okdhs.org
<b>Oregon</b>	The unit name and phone number responsible for each case are provided in the ICR file. If this information is not available, an alternate contact is: ICR@doj.state.or.us 541-276-6932. When calling, please press '0' and advise the receptionist that this is for the ICR project. The receptionist will direct your call to a participating child support case manager.	ICR@doj.state.or.us 541-276-6932. When calling, please press '0' and advise the receptionist that this is for the ICR project. The receptionist will direct your call to a participating child support case manager.
<b>Pennsylvania</b>	All ICR inquiries should go to: Help Desk Team 800-294-7244 HelpDeskTeam@PACSES.com	800-294-7244 HelpDeskTeam@PACSES.com

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<b>Puerto Rico</b>	All ICR inquiries should go to: Alba Alvarez <a href="mailto:Aalvarez2@asume.gobierno.pr">Aalvarez2@asume.gobierno.pr</a> 787-767-1894	Alba Alvarez <a href="mailto:Aalvarez2@asume.gobierno.pr">Aalvarez2@asume.gobierno.pr</a> 787-767-1894
<b>Rhode Island</b>	Caseworker name and phone number are provided with each case in the ICR file.	Kathy McCusker <a href="mailto:kmccusker@cse.state.ri.us">kmccusker@cse.state.ri.us</a>
<b>South Carolina</b>	Caseworker name and phone number are provided with each case in the ICR file.	Please contact by e-mail only: Stephen Yarborough <a href="mailto:stephen.yarborough@dss.sc.gov">stephen.yarborough@dss.sc.gov</a> .
<b>South Dakota</b>	Caseworker name and phone number are provided with each case in the ICR file.	Kathryn Piersol 605-773-3641 <a href="mailto:Kathryn.Piersol@state.sd.us">Kathryn.Piersol@state.sd.us</a>
<b>Tennessee</b>	Caseworker name and phone number are provided with each case in the ICR file.	Catherine Leggs TN Central Registry Interstate Unit Supervisor 615-313-5637 <a href="mailto:Catherine.leggs@tn.gov">Catherine.leggs@tn.gov</a>
<b>Texas</b>	All ICR inquiries should go to: <a href="mailto:TXCentral.Region@cs.oag.state.tx.us">TXCentral.Region@cs.oag.state.tx.us</a>  Note: This information is not in the contact fields.	Texas Web Site: <a href="http://www.portal.oag.state.tx.us">www.portal.oag.state.tx.us</a> Site access is provided through Tashia Coleman at <a href="mailto:tashia.coleman@cs.oag.state.tx.us">tashia.coleman@cs.oag.state.tx.us</a>  Additional source of 01 inquiries: Mitch Fontenot <a href="mailto:TXCentral.Region@cs.oag.state.tx.us">TXCentral.Region@cs.oag.state.tx.us</a>
<b>Utah</b>	Caseworker name, phone number and e-mail address are provided with each case in the ICR file.	Thelma Sorensen <a href="mailto:TSORENSEN@utah.gov">TSORENSEN@utah.gov</a> 801-536-8651 Utah Central Registry
<b>Vermont</b>	All ICR inquiries should go to: Andrew Warren 802-241-3261 <a href="mailto:Andrew.warren@ahs.state.vt.us">Andrew.warren@ahs.state.vt.us</a>	Andrew Warren 802-241-3261 <a href="mailto:Andrew.warren@ahs.state.vt.us">Andrew.warren@ahs.state.vt.us</a>
<b>Virginia</b>	Caseworker name and phone number are provided with each case in the ICR file.	Paulette Rainey 804-726-7466
<b>Virgin Islands</b>	All ICR inquiries should go to: Sonia Thompson 340-775-3070 x5001 <a href="mailto:sthompson@pcsd.gov.vi">sthompson@pcsd.gov.vi</a> <a href="mailto:sjthompsonvi@hotmail.com">sjthompsonvi@hotmail.com</a>  Note: This information is not in the contact fields.	Sonia Thompson 340-775-3070 x5001 <a href="mailto:sthompson@pcsd.gov.vi">sthompson@pcsd.gov.vi</a> <a href="mailto:sjthompsonvi@hotmail.com">sjthompsonvi@hotmail.com</a>
<b>Washington</b>	All ICR inquiries should go to: Dawn Ebbeson 360-664-5143 <a href="mailto:ICR@dshs.wa.gov">ICR@dshs.wa.gov</a>	Dawn Ebbeson 360-664-5143 <a href="mailto:ICR@dshs.wa.gov">ICR@dshs.wa.gov</a>
<b>West Virginia</b>	All ICR inquiries should go to: <a href="mailto:dhrbcsewvicr@wv.gov">dhrbcsewvicr@wv.gov</a>	<a href="mailto:dhrbcsewvicr@wv.gov">dhrbcsewvicr@wv.gov</a>

<b>State</b>	<b>Contact Information</b>	<b>Reason Code 01 Contact Information</b>
<b>Wisconsin</b>	Caseworker name, phone number, and, where available, e-mail address are provided with each case in the ICR file.	ICR@Wisconsin.gov Address to 'ICR Wisconsin' and indicate sending state  608-260-3168 [fax]
<b>Wyoming</b>	Caseworker name, phone number and e-mail address are provided with each case in the ICR file.	Paul Brock 307-777-7603 <a href="mailto:pbrock@state.wy.us">pbrock@state.wy.us</a>