# Federal Parent Locator Service (FPLS)

SACWIS

Liz Holzworth & Timyra Wilson

# FPLS - Purpose

- For children who are in foster care or receiving in-home services, the FPLS can assist agencies in locating:
  - A person who has, or may have, parental rights to a child
  - Relatives
- Assist in locating and engaging young people in order to administer the National Youth in Transition Database (NYTD) youth outcome survey.

# Why?

- The *Fostering Connections to Success and Increasing Adoptions Act* expands the information the child support program can share about parents and putative fathers.
- Agencies can use the FPLS to locate information on the parents and relatives of children in the child welfare caseload, as well as former foster care youth who have to be located for the National Youth in Transition Database.

# What is contained in the FPLS?

- Accessing the FPLS will allow agencies to search 2 databases:
  - National Directory of New Hires (NDNH) – a central repository of employment, unemployment insurance, and wage data from State Directories of New Hires, state workforce agencies, and federal agencies.
  - Federal Case Registry (FCR) – a national database of child support cases that includes information on individuals involved in those cases and helps locate them across state lines.

# What is contained in the FPLS?

- Other resources available through the Locate Query include:
  - Social Security Administration
  - Veterans Affairs
  - Department of Defense
  - Federal Bureau of Investigation

# Who can use FPLS?

- IV-E PCSA Agency workers who are able to access the JFS network.
- IV-E Juvenile Court workers will not have direct access to the FPLS. They can submit requests for information from the FPLS to the JFS Juvenile-Court-Mailbox

  Juvenile-court-mailbox@jfs.ohio.gov

# IV-E Juvenile Court FPLS Information Requests

- When submitting a IV-E Juvenile Court request, you will need to include a completed Federal Parent Locator Service Request Form for each person you are requesting information for.
- The Federal Parent Locator Service Request form can be found on the SACWIS Knowledge Base.

# How to request access?

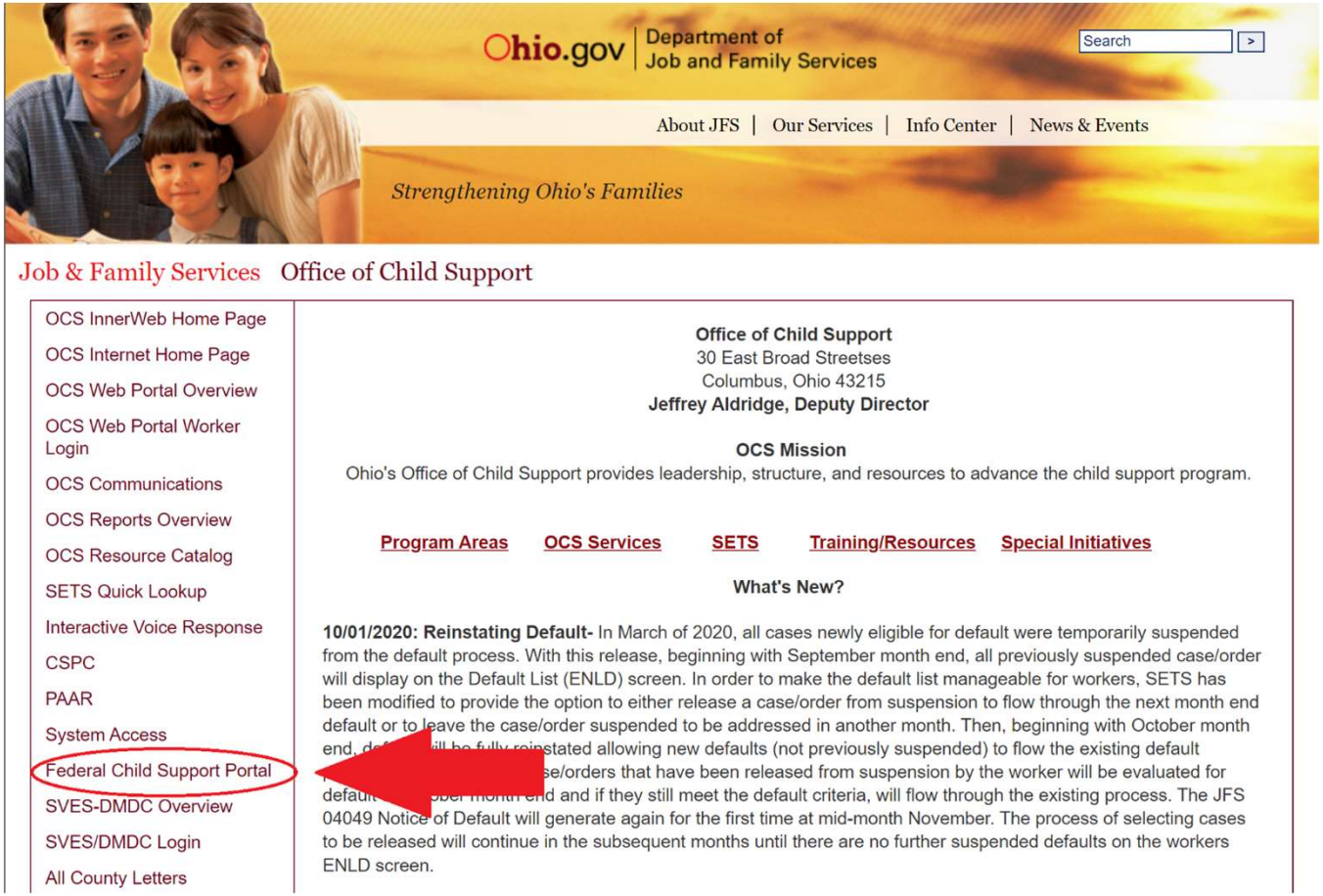
- Each IV-E PCSA Agency worker who will be accessing the FPLS will need to contact your agency's Technical Point Of Contact (TPOC) or Local Security Coordinator (LCS) to be granted access through the digital 7078 process.
  - Business Role = Federal Child Support Portal County User
  - Note: The Business Role is not currently available as of 12/4/2020, but will be soon.

# Accessing the FPLS

- Only accessed from an agency issued device.
- The FPLS can be accessed from the ODJFS Innerweb at http://innerweb.odjfs.state.oh.us/
- The FPLS can also be accessed from the JFS Unified Workspace at https://my.portal.jfs.ohio.gov/secure/SecureCloudAccessProfile/FinishLogin.jsp

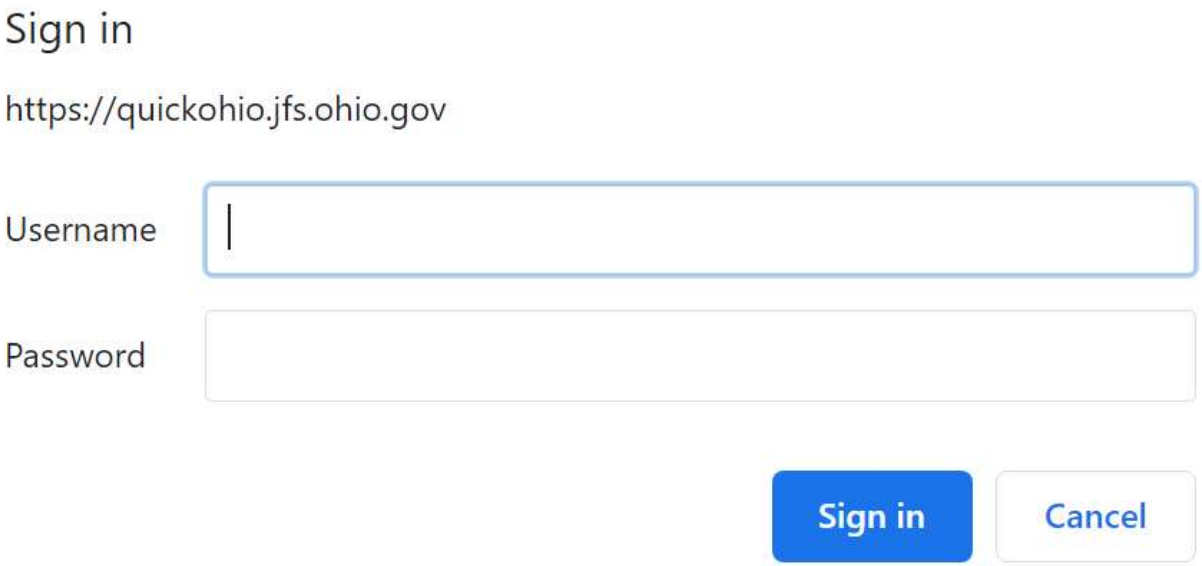
# Accessing the FPLS through the ODJFS Innerweb

# Accessing the FPLS through the ODJFS Innerweb

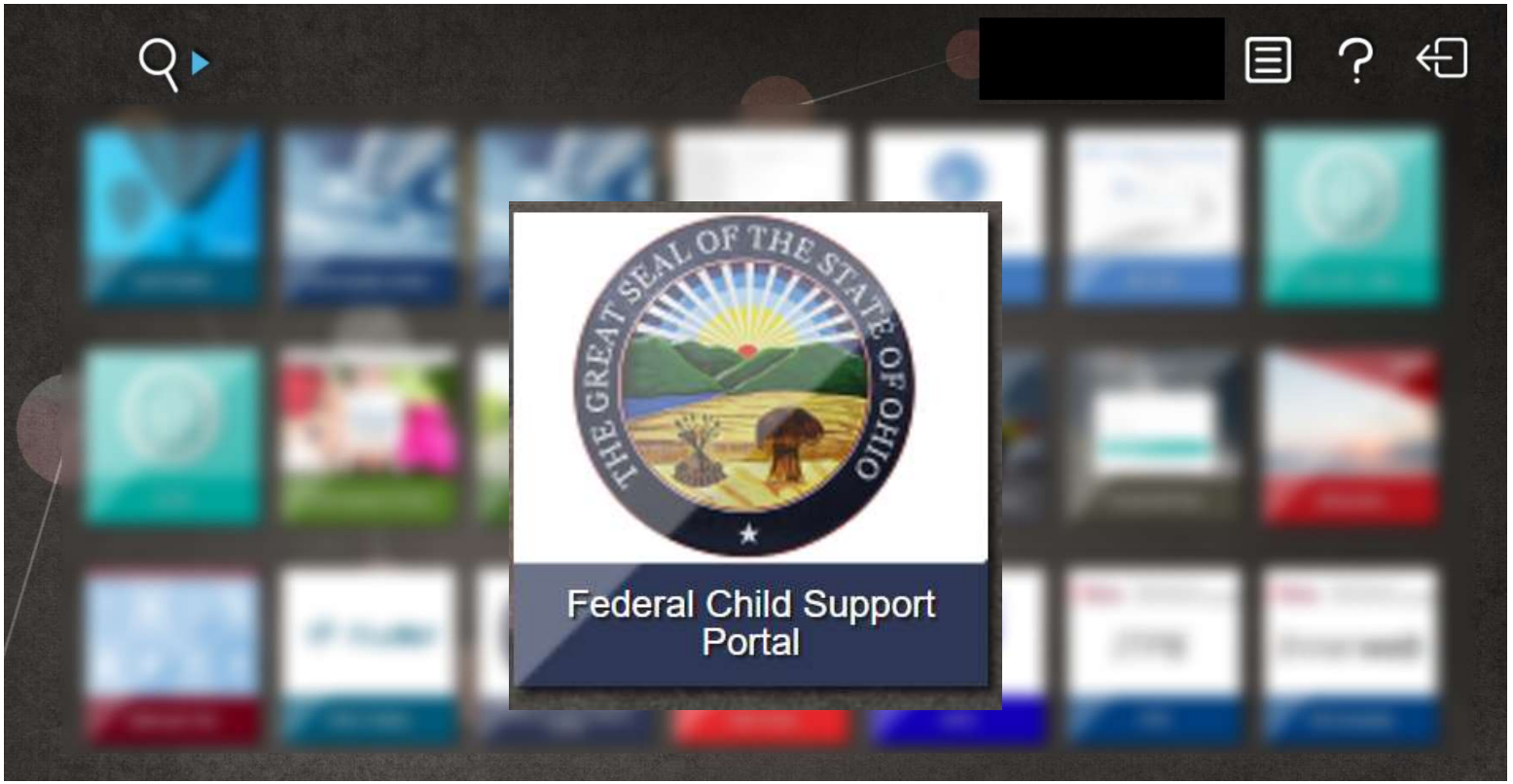


# Accessing the FPLS through the ODJFS Innerweb

- Enter your OH|ID and password when prompted, then click OK.

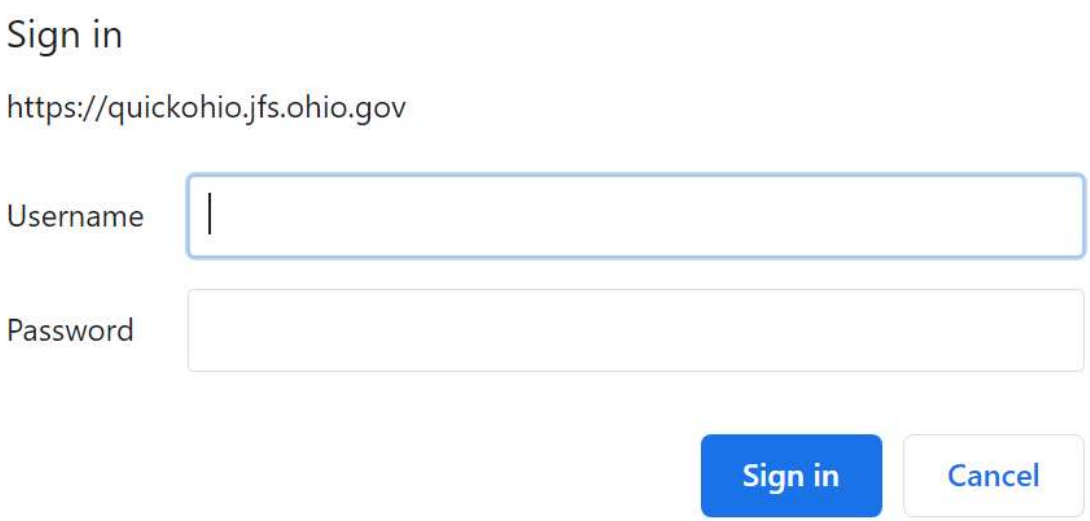


# Accessing the FPLS through the JFS Unified Workspace



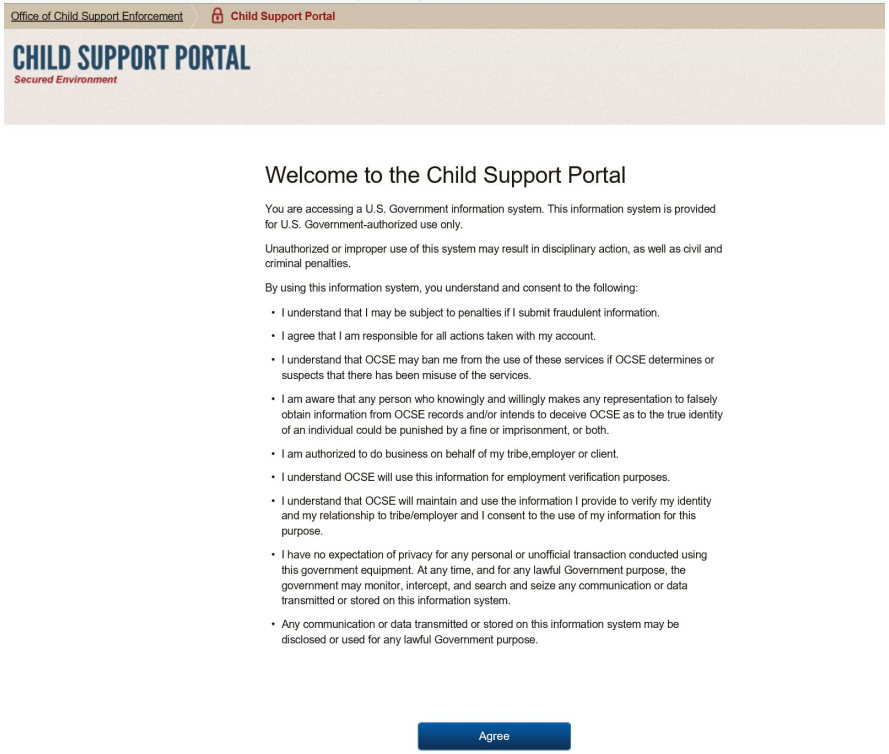
# Accessing the FPLS through the JFS Unified Workspace

- Enter your OH|ID and password when prompted, then click the Sign In button.



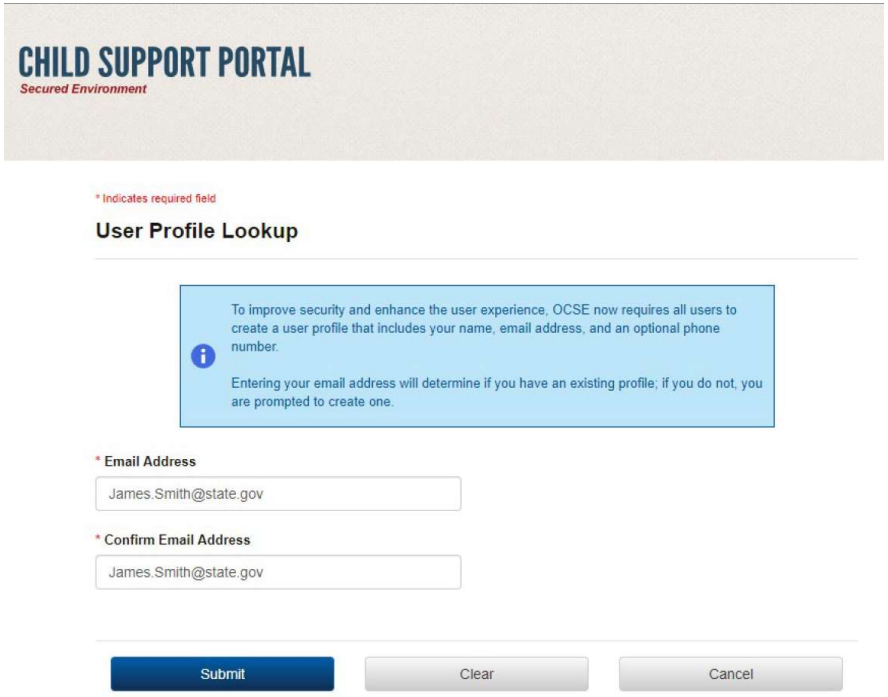
# Accessing the FPLS

- The first page that is presented is the Welcome Page. To proceed, click the Agree button.



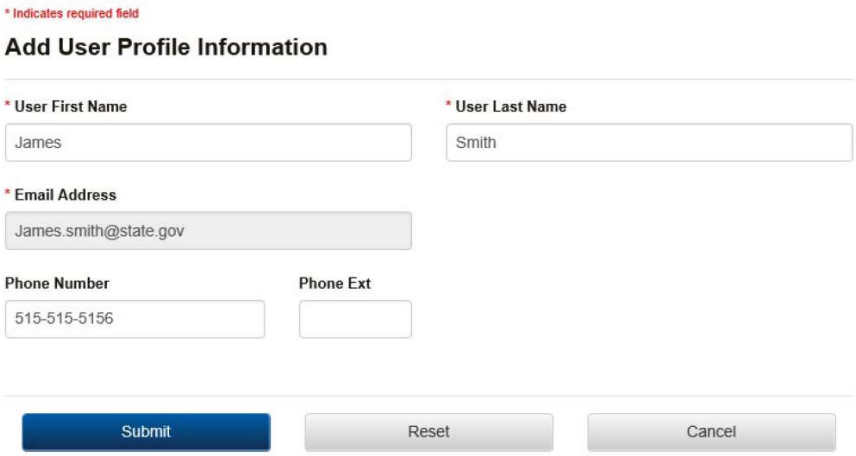
# Accessing the FPLS for the first time

- Upon accessing the FPLS for the first time, the portal will prompt you to create a unique profile.
- The User Profile lookup page will display. Here you will enter your email address in the Email Address field and the Confirm Email Address field and click **Submit**.



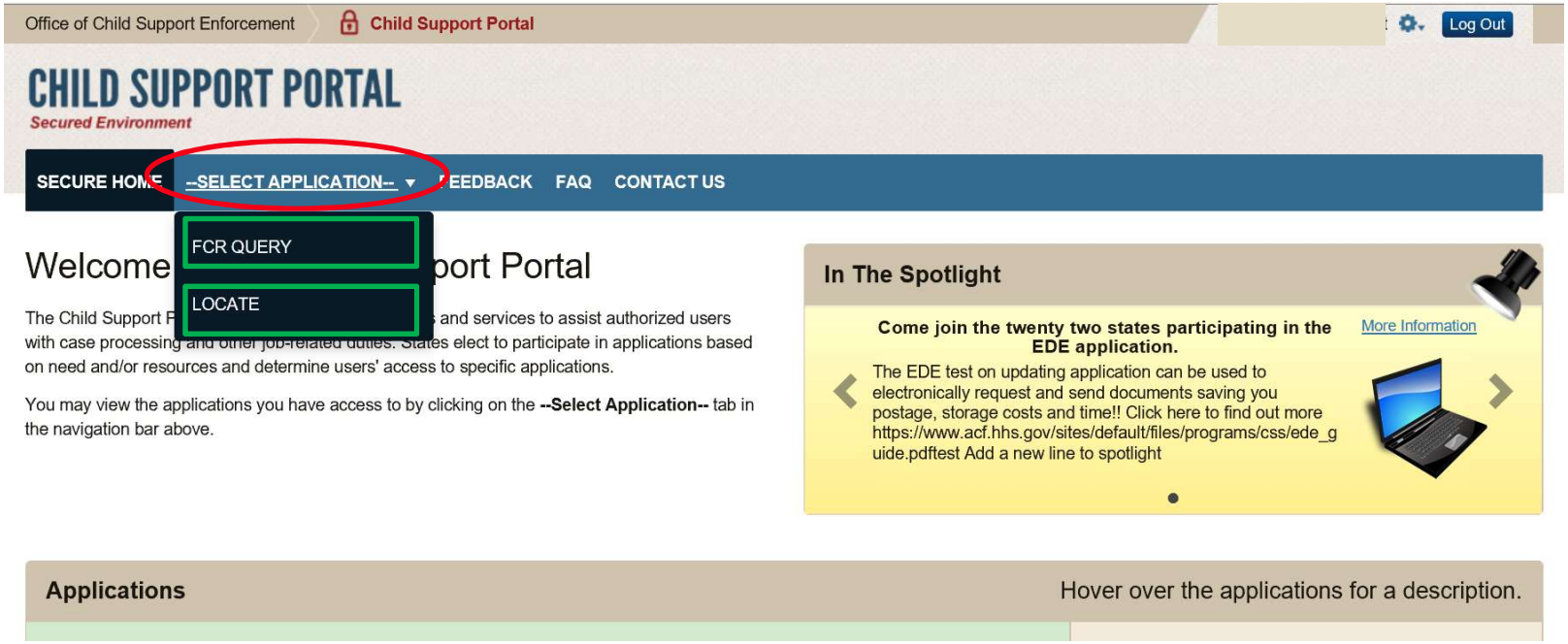
# Accessing the FPLS for the first time

- You will then be taken to the Add User Profile Information page.
- Enter your name in the User First Name and User Last Name fields.
- Click **Submit** to save your User Profile.



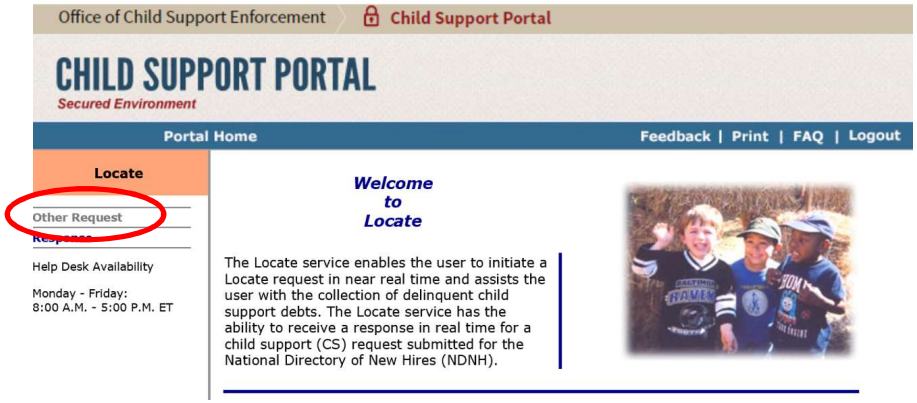
# Accessing the FPLS

- IV-E PCSA Agency users will have access to 2 applications: FCR Query and Locate.



# Locate

- In order to initiate a Locate Query, click on the Other Request link on the Locate application home screen.



# Locate Query Requirements

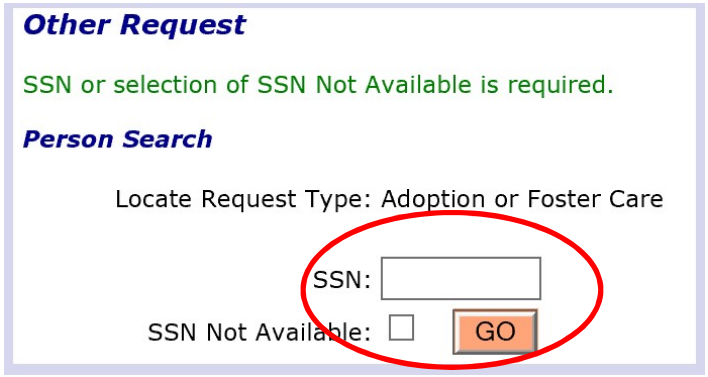
- The information that can be used to initiate a Locate Query is:
  - Individual's SSN
  - Individual's Name (First, Middle, Last)
  - Individual's Date of Birth
  - Individual's Gender
  - Participant Type
  - Locate Source Type
  - County Federal Information Processing Standards (FIPS) code
  - Submitter's email address

# Locate Query Requirements

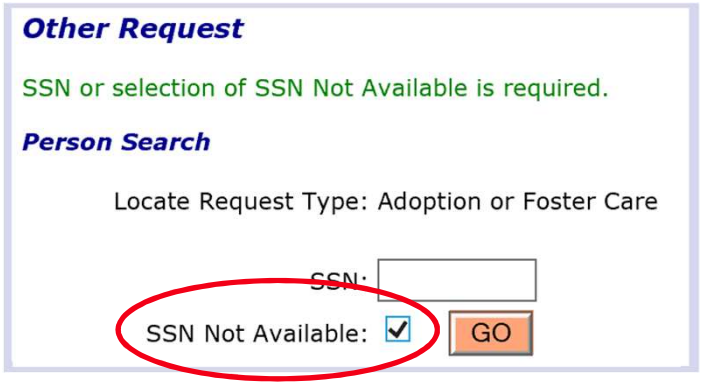
- Participant Types Include:
  - Custodial Party
  - Putative Father
  - Non-Custodial Parent
  - Youth in Transition
  - Other/Relative
- Locate Source Types Include:
  - Department of Defense (**DoD**),
  - Department of Veteran Affairs (**DVA**)
  - Federal Bureau of Investigation (**FBI**)
  - National Directory of New Hires (**NDNH**) to include QW, NH, an UI
  - Social Security Administration (**SSA**) to include SVES Title II, Title XVI and prisoner

# Locate Query

- When the SSN is known, enter it it in the field then click Go.

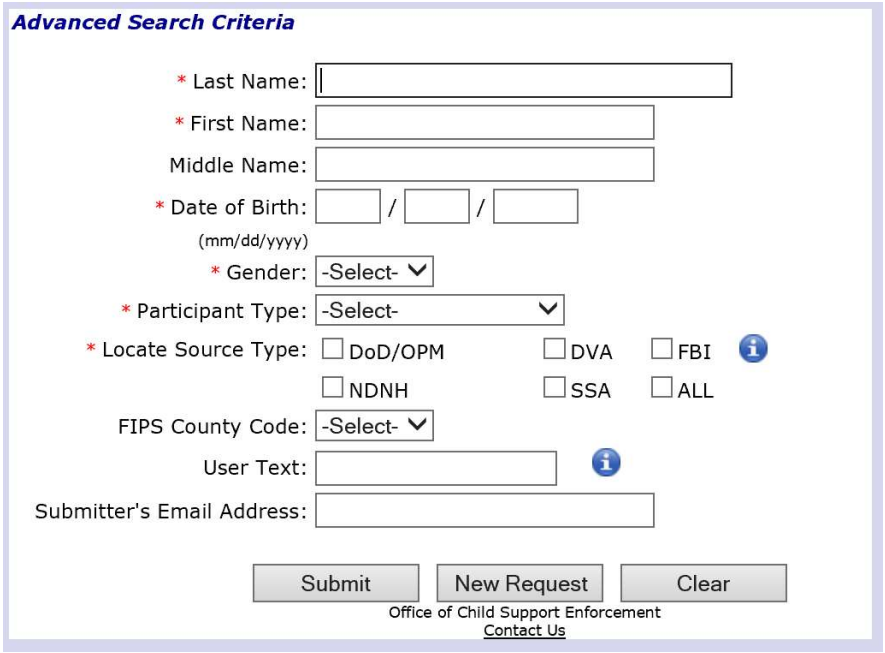



- If the SSN is not available, click the checkbox and then click Go.



# Locate Query

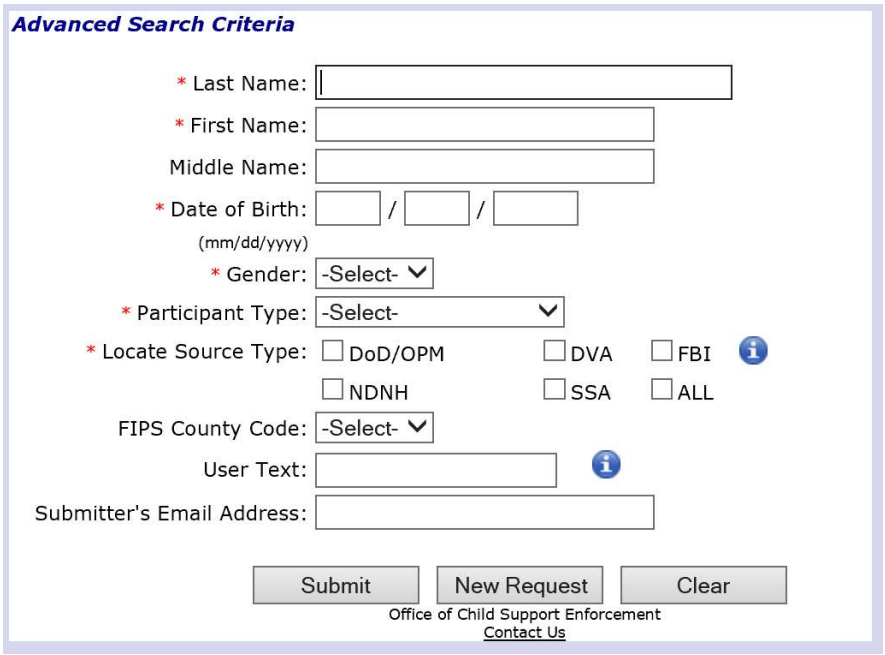
- Enter the required information about the individual in the appropriate fields.
- Select the Locate Source Type you wish to use by clicking the checkbox to the left of each Type. Multiple locate sources may be selected.




* Indicates required field.

# Locate Query

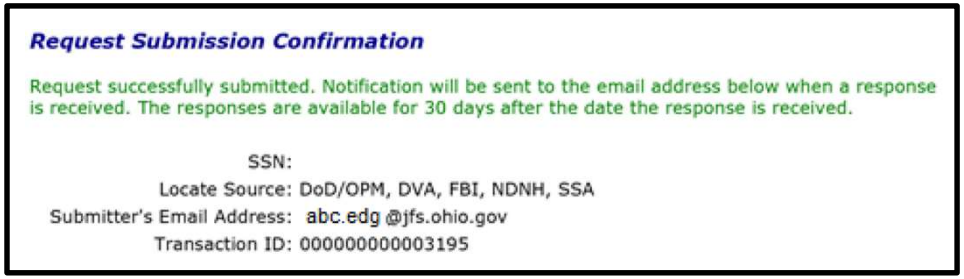
- Eneter the email address where a Notification can be sent when the information has been located.
- Click the Submit button once all the information is entered.




* Indicates required field.

# Locate Query

- After a request has been submitted, a confirmation message will appear on the screen.
  - Requests submitted with an email address will advise the user that they will receive a notification when a response is received.
  - Requests submitted without an email address will direct the user to check their responses within a week.



***Request Submission Confirmation***

Request successfully submitted. Notification will be sent to the email address below when a response is received. The responses are available for 30 days after the date the response is received.

SSN:
Locate Source: DoD/OPM, DVA, FBI, NDNH, SSA
Submitter's Email Address: abc.edg @jfs.ohio.gov
Transaction ID: 000000000003195

# Locate Query

- If you provided an email address, you will receive an email notifying you that responses are available.

***Subject: FPLS Locate Response***

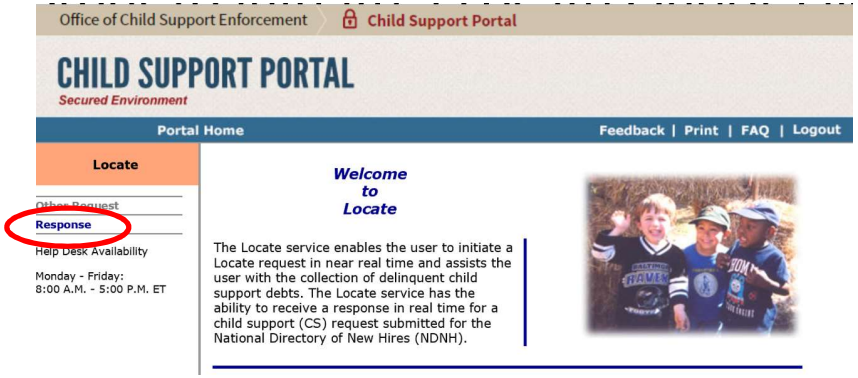
***Please access the State Services Portal for response(s) received for requests submitted.***

| Request Date | Transaction ID | Case ID | Locate Source Type | Last Response |
|---|---|---|---|---|
| 12/07/14 | 54776512 | | Title XVI | Y |
| 12/07/14 | 54786698 | | NDNH-QW | N |
| 12/09/14 | 55113459 | | FBI | Y |

- The Last Response column will display a 'Y' if this is the last response from a request, or a 'N' if additional responses are pending.

# Viewing Locate Query Results

- Once a response has been received, the result can be viewed by clicking on the Response link on the Locate application screen.

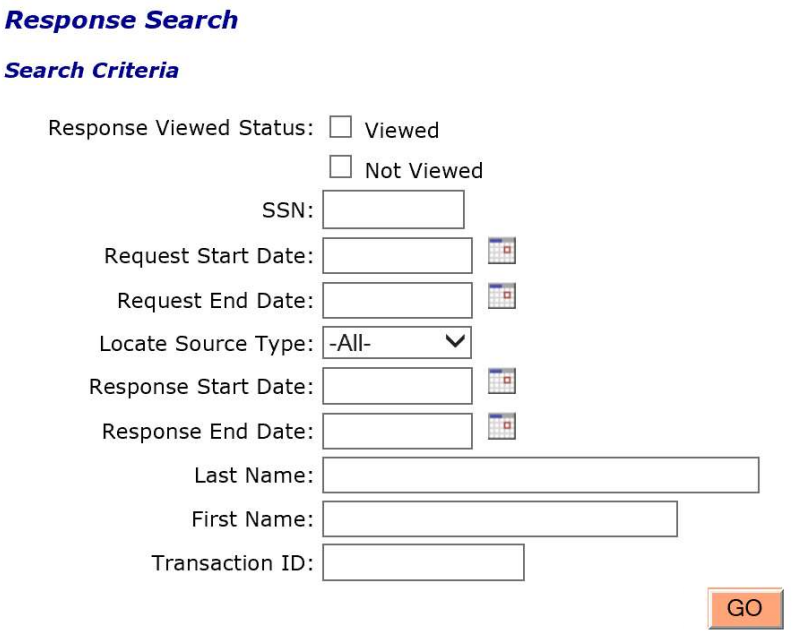


# Viewing Locate Query Results

- When a query is submitted without a SSN, a response will be received if a match is made based on the following criteria:
  - First name has the same first four letters
  - Middle name has the same first three letters
  - Last name has the same first eight letters
- Responses are available for 30 days from the response date and will be purged after 30 days.
- Responses are available as a report in PDF.

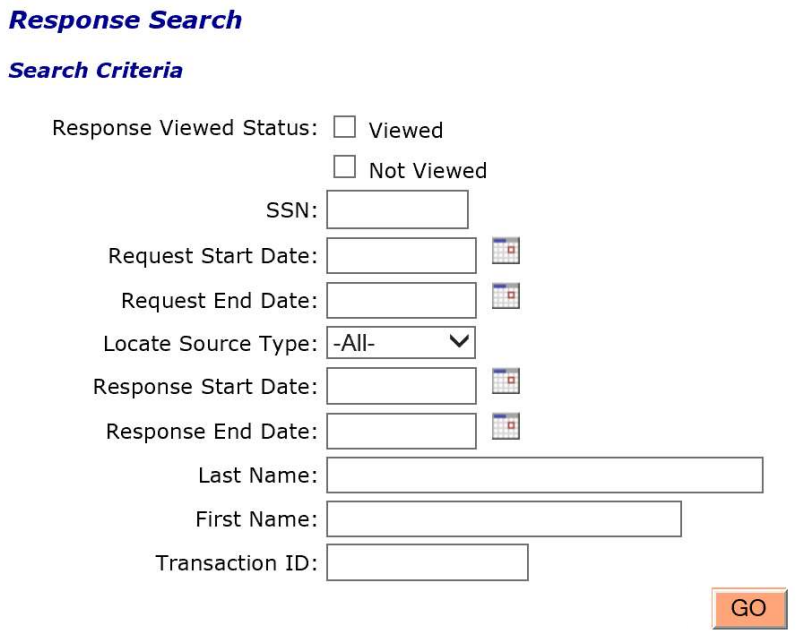
# Viewing Locate Query Results

- The Response Search criteria displays.
- A Locate Query response can be searched in several different ways.
- Enter the participant's **SSN** or **First Name** and **Last Name** to search for a response for a single participant.



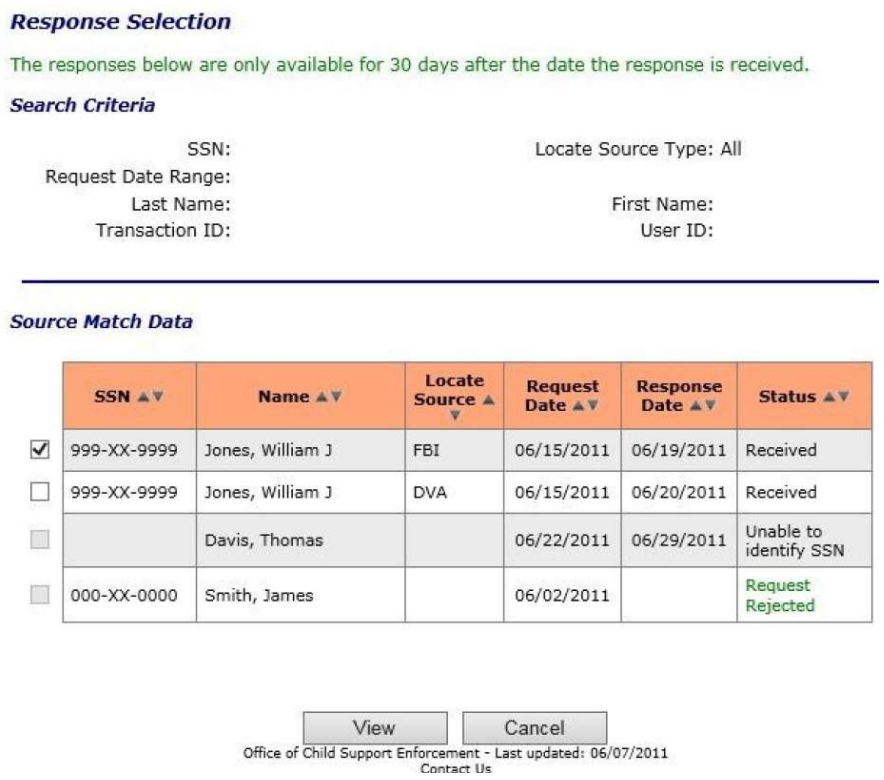
# Viewing Locate Query Results

- Enter a date range using the **Request** or **Response Start Date** and **Request** or **Response End Date** fields, a **Locate Source Type** or check the **Viewed** or **Not Viewed** checkbox to view multiple responses.
- Click the Go button to conduct the search.



# Viewing Locate Query Results

- The Responses that have been received that match the Response Search Criteria will display.
- Check the box to the left of the Response you want to view then click the View button.



***Response Selection***

The responses below are only available for 30 days after the date the response is received.

***Search Criteria***

SSN:
Locate Source Type: All
Request Date Range:
Last Name:
First Name:
Transaction ID:
User ID:

***Source Match Data***

| | SSN | Name | Locate Source | Request Date | Response Date | Status |
|---|---|---|---|---|---|---|
| ☑ | 999-XX-9999 | Jones, William J | FBI | 06/15/2011 | 06/19/2011 | Received |
| ☐ | 999-XX-9999 | Jones, William J | DVA | 06/15/2011 | 06/20/2011 | Received |
| ☐ | | Davis, Thomas | | 06/22/2011 | 06/29/2011 | Unable to identify SSN |
| ☐ | 000-XX-0000 | Smith, James | | 06/02/2011 | | Request Rejected |

View Cancel

Office of Child Support Enforcement - Last updated: 06/07/2011
Contact Us

# Viewing Locate Query Results

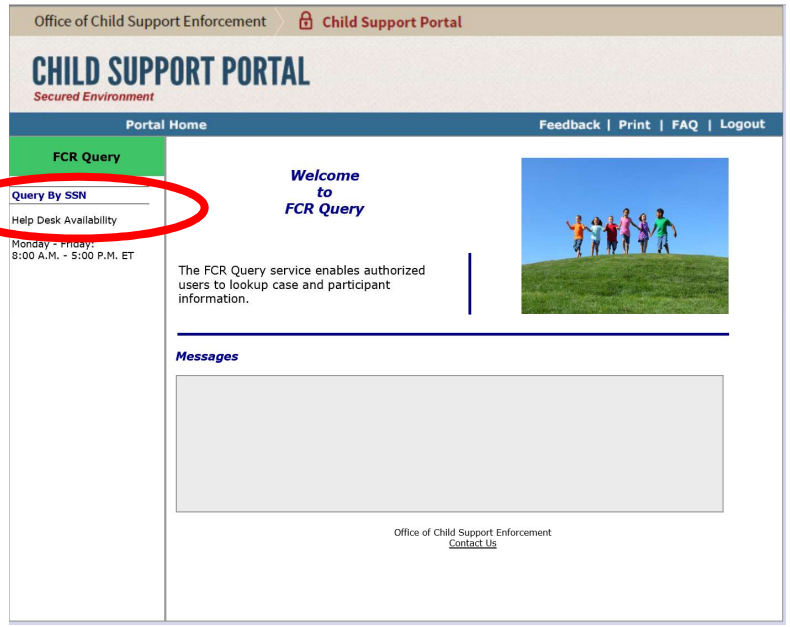
- This data comes from the Locate Sources Type that was selected in the request.
- The data elements that will be in the Locate Query results for a **custodial party**, **noncustodial parent**, or a **putative father** include:
  - Individual's Name and Address
  - SSN
  - Employer's Name and Address
  - Federal Employer Identification Number
  - Wages, income, and benefits of employment, including health care coverage
  - Type, status, location, and amount of any assets or debts owed by or to any such individual

# Viewing Locate Query Results

- The data elements that will be in the Locate Query results for a **youth in transition** for the purposes of administering the NYTD Youth Outcome Survey or a **relative** include:
  - Individual's Name and Address
  - SSN
  - Employer's Name and Address
  - Federal Employer Identification Number

# FCR Query Requirements

- The child's SSN must be known in order to initiate a FCR (Federal Case Registry) Query.



# FCR Query Requirements

- To search for a participant in the FCR, enter the child's SSN, then click the **Go** button. You will then be directed to the Case Results page.

# FCR Query Results:

- If the SSN you entered matches a case on the FCR, the Case Results by SSN page will display case information. The Case Results page will list a result for each state the participant has a case in along with the Child Support Case ID, Participant Name, DOB, Case Type and the if the SSN has been verified by the state.
- FCR Query Results are received in real time.

# FCR Query Results:

- Check the box to the left of the Result you want to view additional information for, then click the Query Case ID button.

***Case Results by SSN***

***Participant Information***

SSN: 567-XX-9999

***Case Results***

| View | Case ID | State | Participant Name | Date of Birth | Case Type | Verify Type |
|---|---|---|---|---|---|---|
| ☐ | 002252134 | MD | Jones, William J | 02/20/1965 | IV-D | V |
| ☐ | N966000313 | TX | Jones, William | 02/20/1965 | IV-D | V |
| ☐ | 0003224507 | VA | Jones, Will J | 02/20/1965 | Non-IV-D | V |

Query Case ID

Office of Child Support Enforcement
Contact Us

# FCR Query Results:

- The data elements in the FCR Query results include:

  - Individual's SSN
  - Child Support Case ID
  - State
  - County Federal Information Processing Standards (FIPS) code
  - Participant Name
  - Participant Type
  - Participant Gender
  - Participant Date of Birth
  - Participant Date of Death
  - Case Type
  - Order Indicator
  - Last Update Date
  - Registration Date
  - State Member ID
  - Name/SSN Verification Status
  - Other Name(s) for participant
  - Disclosure prohibited: person associated with family violence

# Family Violence

- If the child support case contains a Family Violence Indicator (FVI), the record will not be viewable. This protects the whereabouts of victims of family violence.
- If a SSN is submitted for a person associated with a family violence indicator in the FCR, the following message will display, “Disclosure prohibited: person associated with family violence.”

# Results / Responses

- All responses received from the FPLS should only be retained for the period of time required to achieve the authorized purpose of the matching program, but no longer than 2 years from the date of disclosure of the information to the agency.
- If the information received is made part of the child's case record in SACWIS (such as parent's address, date of birth, etc.), the information will be permanently retained.
- IV-E Agencies may **not** redisclose or duplicate the results from the FPLS.
- Results from the FPLS should **not** be copied into an Activity Log in SACWIS.
- **These results should not be added to the paper case file, Traverse, or other electronic document management solution.**

# Results / Responses

- All results received should be erased within 90 days of reviewing.
- During the time agencies are reviewing results, they should be maintained:
  - In an area safe from unauthorized persons.
  - In a locked container when not in use.
  - Labeled to denote the level of sensitivity of the information.
  - On the agency premises.

# Breach Notifications

- Agencies are required to report security or privacy incidents or suspected incidents involving FPLS and external locate information.
- Reportable security incidents may include, but are not limited to:
  - Physical break-ins
  - Stolen computers
  - Compromised passwords
  - Unauthorized access to data
  - Malware attacks
- This must be reported by emailing the SACWIS Help Desk no later than 45 minutes after the discovery of the incident.

# Questions

- Timyra Wilson — Timyra.Wilson@jfs.ohio.gov
- Liz Holzworth — Elizabeth.Holzworth@jfs.ohio.gov
- SACWIS Help Desk — SACWIS_Help_Desk@jfs.ohio.gov

Thank you!!