

Federal Parent Locator Service Q & A

General

QUESTION:

Is this a resource to locate fathers that can be used by both child welfare users and child support users in their respective functions?

ANSWER:

Child Support workers already have access to this portal. This webinar and the access discussed are specific to child welfare users to assist them in searching for parents, relatives, or youth (for the purpose of completing the National Youth in Transition Database survey).

QUESTION:

Will the search include exact spellings of names or "sounds like" for example the spellings of names, Shari, Sherri, Sherry and other various spellings?

ANSWER:

When no SSN is provided, the other identifying information provided must match certain elements for the SSA to provide matched information. FPLS uses the EVS Alpha Search. This search checks the name and Date of Birth submitted against what SSA has on file. This routine is used when the SSN/Name combination submitted could not be verified or corrected, or if no SSN was submitted.

How does SSA know that the SSN belongs to the participant? SSA notifies the FCR of a match if one, and only one, 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
- Date of Birth matches based on SSA's Date of Birth matching rules

QUESTION:

Are you able to use multiple locate source types in a search?

ANSWER:

Yes, you would just need to check the different Locate Source Types before you submit the request.

QUESTION:

Would it be appropriate to provide the business role of Federal Child Support Portal County User to all caseworkers or to limit the role to a select few within the agency?

ANSWER:

This is up to each agency in how they want to provision this access. Each person being provisioned access would need to be aware of the restrictions and sensitivity of this information as well as be an employee of the Title IV-E Agency.

QUESTION:

How current is the information provided?

ANSWER:

The information received through the FPLS results are real-time.

QUESTION:

What if the SSN is not known?

ANSWER:

If you do not have SSN, you will need to use the Locate Query, not the FCR Query.

QUESTION:

Does a 7078 have to be done per user or just per Agency?

ANSWER:

Per user.

QUESTION:

May I please have clarification that agencies are not able to disclose an updated address to the court for removal or Family Search Engagement purposes?

ANSWER:

The information obtained from the FPLS results can be viewed, any valuable information can be taken from the results, and then entered into SACWIS or other appropriate area. The actual results must be shredded/deleted/disposed within 90 days. The Title IV-E Agency would be able to provide the address to the court but cannot share the actual results of the search.

QUESTION:

We can document in the Activity log the results, correct?

ANSWER:

The information which is critical can be documented in an Activity Log, but the entire results should not be copied into an Activity Log.

QUESTION:

If a parent we are trying to find has a domestic violence conviction or charge (family violence indicator), we can't obtain his address?

ANSWER:

The Family Violence Indicator is not specific to someone having a domestic violence conviction or charge. This indicator is set when this has been indicated in the child support system. If this indicator exists in the child support system, they will need send the address or any other information.

QUESTION:

Do the results HAVE to be kept once received? I'd imagine it might be better/easier to update SACWIS and not print or otherwise keep the results.

ANSWER:

The results should not be kept; updating SACWIS and not printing or otherwise keeping the results is best.

QUESTION:

Is this meant to be used by the 30-Days to Family worker or only the IV-E worker?

ANSWER:

It has to be a child welfare worker who has access to the JFS Network.

QUESTION:

Are updates being made to the SACWIS screens to reflect that FPLS search was completed?

ANSWER:

There will be no changes in SACWIS for this.

QUESTION:

For maintaining federal info, child support is supposed to maintain an FTI log. Is this information considered FTI information and would require the same type of log?

ANSWER:

Child Welfare users do not have the same access as child support staff. We do not have access to Federal Tax Information (FTI) through the FPLS.

IV-E Juvenile Courts

QUESTION:

Do IV-E Juvenile Courts need to complete the 7078 process in addition to sending a request to the juvenile court mailbox?

ANSWER:

No, you will not need to submit a 7078 for access.

QUESTION:

What information is required in the email from IV-E Juvenile Courts requesting a search is completed?

ANSWER:

Please see the Federal Parent Locator Service Request Form as it contains all the information that is required to be submitted with a IV-E Juvenile Court information request.

QUESTION:

Can a IV-E court access and use these systems on private custody cases?

ANSWER:

This is only available for those youth in care and placement and part of a IV-E Case.

QUESTION:

Do we have to submit a request to that email each time we need to access it?

ANSWER:

IV-E Juvenile Courts will need to as we are prohibited from giving anyone who is not on the JFS network access to the FPLS.

QUESTION:

For clarification, IV-E Juvenile Courts will need to use the email address to request all information and obtain information from the site?

ANSWER:

Unfortunately, since IV-E Juvenile Courts are not on the JFS Network, we are prohibited from giving them access. In order to allow courts to obtain this information, we have set up the email box for the state staff to conducted the searches for you and send you the results once received.