



**Department of
Job and Family Services**

Mike DeWine, Governor
Kimberly Hall, Director

**Office of Families
and Children**

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>



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Accessing the FPLS through the ODJFS Innerweb

The screenshot shows the ODJFS website interface. At the top, there is a navigation bar with the Ohio.gov logo, the Department of Job and Family Services name, and a search box. Below this is a secondary navigation bar with links for 'About JFS', 'Our Services', 'Info Center', and 'News & Events'. The main content area features a banner image of a family and the slogan 'Strengthening Ohio's Families'. Below the banner, the 'Job & Family Services' section is visible, containing a left-hand menu with links like 'ODJFS Update', 'ODJFS Clips', and 'New Employee On-Boarding'. The central content area displays a 'Security Awareness Tip of the Day' for November 17, 2020, titled 'Attending a Video Conference'. A red arrow points from this tip towards the 'Child Support' link in the right-hand navigation menu. The right-hand menu lists various departments, with 'Child Support' circled in red.



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Accessing the FPLS through the ODJFS Innerweb

Ohio.gov | Department of Job and Family Services

Search >

About JFS | Our Services | Info Center | News & Events

Strengthening Ohio's Families

Job & Family Services Office of Child Support

- OCS InnerWeb Home Page
- OCS Internet Home Page
- OCS Web Portal Overview
- OCS Web Portal Worker Login
- OCS Communications
- OCS Reports Overview
- OCS Resource Catalog
- SETS Quick Lookup
- Interactive Voice Response
- CSPC
- PAAR
- System Access
- Federal Child Support Portal**
- SVES-DMDC Overview
- SVES/DMDC Login
- All County Letters

Office of Child Support
30 East Broad Streets
Columbus, Ohio 43215
Jeffrey Aldridge, Deputy Director

OCS Mission
Ohio's Office of Child Support provides leadership, structure, and resources to advance the child support program.

[Program Areas](#) [OCS Services](#) [SETS](#) [Training/Resources](#) [Special Initiatives](#)

What's New?

10/01/2020: Reinstating Default- In March of 2020, all cases newly eligible for default were temporarily suspended from the default process. With this release, beginning with September month end, all previously suspended case/order will display on the Default List (ENLD) screen. In order to make the default list manageable for workers, SETS has been modified to provide the option to either release a case/order from suspension to flow through the next month end default or to leave the case/order suspended to be addressed in another month. Then, beginning with October month end, default will be fully reinstated allowing new defaults (not previously suspended) to flow the existing default process. Case/orders that have been released from suspension by the worker will be evaluated for default on October month end and if they still meet the default criteria, will flow through the existing process. The JFS 04049 Notice of Default will generate again for the first time at mid-month November. The process of selecting cases to be released will continue in the subsequent months until there are no further suspended defaults on the workers ENLD screen.



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Accessing the FPLS through the ODJFS Innerweb

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

Sign in

<https://quickohio.jfs.ohio.gov>

Username

Password

Sign in

Cancel

Ohio

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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.

Sign in

<https://quickohio.jfs.ohio.gov>

Username

Password

Sign in

Cancel

Accessing the FPLS

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



Welcome to the Child Support Portal

You are accessing a U.S. Government information system. This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my account.
- I understand that OCSE may ban me from the use of these services if OCSE determines or suspects that there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from OCSE records and/or intends to deceive OCSE as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business on behalf of my tribe, employer or client.
- I understand OCSE will use this information for employment verification purposes.
- I understand that OCSE will maintain and use the information I provide to verify my identity and my relationship to tribe/employer and I consent to the use of my information for this purpose.
- I have no expectation of privacy for any personal or unofficial transaction conducted using this government equipment. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transmitted or stored on this information system.
- Any communication or data transmitted or stored on this information system may be disclosed or used for any lawful Government purpose.

Agree

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**.

The screenshot shows the 'CHILD SUPPORT PORTAL' header with the tagline 'Secured Environment'. Below the header is a red asterisk indicating required fields. The main heading is 'User Profile Lookup'. A blue information box contains the following text: 'To improve security and enhance the user experience, OCSE now requires all users to create a user profile that includes your name, email address, and an optional phone number. Entering your email address will determine if you have an existing profile; if you do not, you are prompted to create one.' Below this box are two input fields: '* Email Address' and '* Confirm Email Address', both containing the text 'James.Smith@state.gov'. At the bottom are three buttons: 'Submit' (dark blue), 'Clear' (light gray), and 'Cancel' (light gray).

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.

* Indicates required field

Add User Profile Information

<small>* User First Name</small>	<small>* User Last Name</small>
<input type="text" value="James"/>	<input type="text" value="Smith"/>
<small>* Email Address</small>	
<input type="text" value="James.smith@state.gov"/>	
<small>Phone Number</small>	<small>Phone Ext</small>
<input type="text" value="515-515-5156"/>	<input type="text"/>

Accessing the FPLS

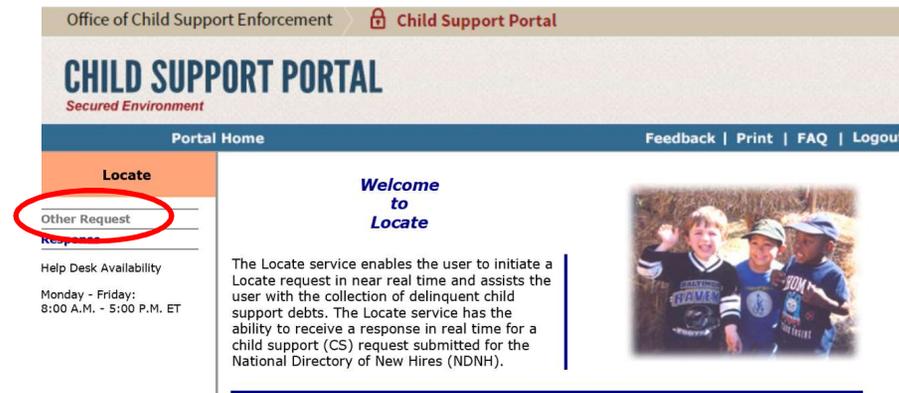
- IV-E PCSA Agency users will have access to 2 applications: FCR Query and Locate.

The screenshot shows the 'Child Support Portal' interface. At the top, there is a navigation bar with 'SECURE HOME', '-SELECT APPLICATION--', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The '-SELECT APPLICATION--' dropdown menu is open, showing 'FCR QUERY' and 'LOCATE' options. Below the navigation bar, there is a 'Welcome' section and an 'In The Spotlight' section. The 'Applications' section at the bottom contains a table with a header 'Applications' and a note 'Hover over the applications for a description.'

Applications
Hover over the applications for a description.

Locate

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



Office of Child Support Enforcement  Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Portal Home Feedback | Print | FAQ | Logout

Locate

- Other Request** (circled in red)
- Request

Help Desk Availability
Monday - Friday:
8:00 A.M. - 5:00 P.M. ET

Welcome to Locate

The Locate service enables the user to initiate a Locate request in near real time and assists the user with the collection of delinquent child support debts. The Locate service has the ability to receive a response in real time for a child support (CS) request submitted for the National Directory of New Hires (NDNH).



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

Other Request

SSN or selection of SSN Not Available is required.

Person Search

Locate Request Type: Adoption or Foster Care

SSN:

SSN Not Available:

Other Request

SSN or selection of SSN Not Available is required.

Person Search

Locate Request Type: Adoption or Foster Care

SSN:

SSN Not Available:

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.

Advanced Search Criteria

* Last Name:

* First Name:

Middle Name:

* Date of Birth: / /
(mm/dd/yyyy)

* Gender:

* Participant Type:

* Locate Source Type: DoD/OPM DVA FBI 
 NDNH SSA ALL

FIPS County Code:

User Text: 

Submitter's Email Address:

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* Indicates required field.

Locate Query

- Enter 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.

Advanced Search Criteria

* Last Name:

* First Name:

Middle Name:

* Date of Birth: / /
(mm/dd/yyyy)

* Gender:

* Participant Type:

* Locate Source Type: DoD/OPM DVA FBI NDNH SSA ALL [i](#)

FIPS County Code:

User Text: [i](#)

Submitter's Email Address:

Office of Child Support Enforcement
[Contact Us](#)

* 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

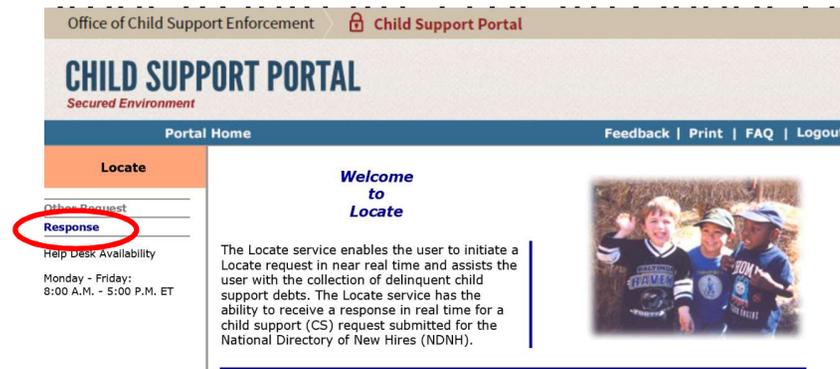
Please access the State Services Portal for response(s) received for requests submitted.

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

- 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.



Office of Child Support Enforcement  Child Support Portal

CHILD SUPPORT PORTAL

Secured Environment

Portal Home Feedback | Print | FAQ | Logout

Locate

- Other Request
- Response**

Help Desk Availability
Monday - Friday:
8:00 A.M. - 5:00 P.M. ET

Welcome to Locate

The Locate service enables the user to initiate a Locate request in near real time and assists the user with the collection of delinquent child support debts. The Locate service has the ability to receive a response in real time for a child support (CS) request submitted for the National Directory of New Hires (NDNH).



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.

Response Search

Search Criteria

Response Viewed Status: Viewed
 Not Viewed

SSN:

Request Start Date: 

Request End Date: 

Locate Source Type: 

Response Start Date: 

Response End Date: 

Last Name:

First Name:

Transaction ID:

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.

Response Search

Search Criteria

Response Viewed Status: Viewed
 Not Viewed

SSN:

Request Start Date: 

Request End Date: 

Locate Source Type: 

Response Start Date: 

Response End Date: 

Last Name:

First Name:

Transaction ID:

GO

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 ▲▼
<input checked="" type="checkbox"/> 999-XX-9999	Jones, William J	FBI	06/15/2011	06/19/2011	Received
<input type="checkbox"/> 999-XX-9999	Jones, William J	DVA	06/15/2011	06/20/2011	Received
<input type="checkbox"/>	Davis, Thomas		06/22/2011	06/29/2011	Unable to identify SSN
<input type="checkbox"/> 000-XX-0000	Smith, James		06/02/2011		Request Rejected

Office of Child Support Enforcement - Last updated: 06/07/2011
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Viewing Locate Query Results

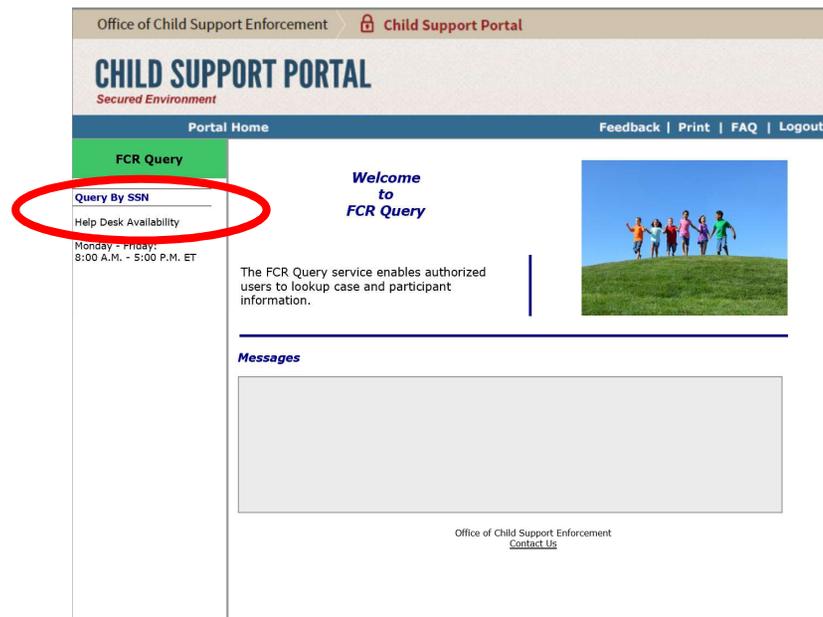
- This data comes from the Locate Sources Type that was selected in the request.
- The data elements that will be in the Locate Query results for a **custodial party, noncustodial parent, or a putative father** include:
 - Individual's Name and Address
 - SSN
 - Employer's Name and Address
 - Federal 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

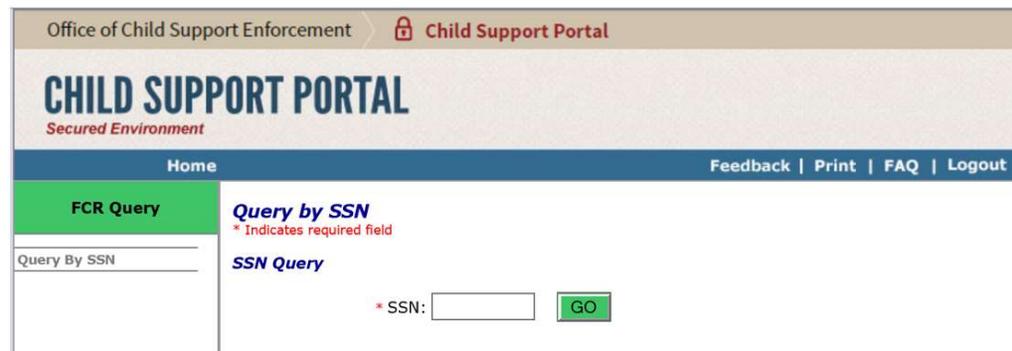
- The child's SSN must be known in order to initiate a FCR (Federal Case Registry) Query.



The screenshot displays the "Child Support Portal" website. The header includes "Office of Child Support Enforcement" and "Child Support Portal". The main heading is "CHILD SUPPORT PORTAL" with the tagline "Secured Environment". A navigation bar contains "Portal Home", "Feedback", "Print", "FAQ", and "Logout". On the left side, there is a green "FCR Query" button, which is circled in red. Below it, the text "Query By SSN" is also circled in red. Other text in this section includes "Help Desk Availability" and "Monday - Friday: 8:00 A.M. - 5:00 P.M. ET". The main content area features a "Welcome to FCR Query" message, a photograph of a group of people on a grassy hill, and a description: "The FCR Query service enables authorized users to lookup case and participant information." Below this is a "Messages" section with a large empty box. At the bottom, it says "Office of Child Support Enforcement" with a "Contact Us" link.

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.



The screenshot shows the 'Child Support Portal' interface. At the top, it says 'Office of Child Support Enforcement' and 'Child Support Portal'. Below that is the 'CHILD SUPPORT PORTAL' header with 'Secured Environment' underneath. A navigation bar includes 'Home', 'Feedback | Print | FAQ | Logout', and a green 'FCR Query' button. The main content area has two sections: 'Query by SSN' with a red asterisk and 'Indicates required field' note, and 'SSN Query' with a text input field labeled '* SSN:' and a green 'GO' button.

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
<input type="checkbox"/>	002252134	MD	Jones, William J	02/20/1965	IV-D	V
<input type="checkbox"/>	N966000313	TX	Jones, William	02/20/1965	IV-D	V
<input type="checkbox"/>	0003224507	VA	Jones, Will J	02/20/1965	Non-IV-D	V

Query Case ID

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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
- Liz Holzworth
- SACWIS Help Desk

Timyra.Wilson@jfs.ohio.gov

Elizabeth.Holzworth@jfs.ohio.gov

SACWIS_Help_Desk@jfs.ohio.gov

Thank you!!