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Chapter 20: Locate

Section 20.000: Requirements for Locate

This section describes requirements for locate actions.

Contents

Laws	45 CFR 302.35 State Parent Locator Service (SPLS) 45 CFR 303.3 Standard for Locate Actions WAC 388-14A-1035 Kinds of Locate Services DCS Provides WAC 388-14A-3350 Tolling of the Sixty-Day Requirement
Policy	Make continuous locate efforts where required. Meet federally required time frames for service of notice and locate.
Procedure	Review application, paper file, and automated interfaces.
Visual Aids	
Automated Actions	EV evaluation may generate suggested actions based on information posted to the Support Enforcement Management System (SEMS) screens.
SEMS Screens	IA , ES/SD , OR , CC , LT , FT
Forms Used	
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	

Procedures

1. Why use locate actions?

1. To find an individual's address:
 1. For service;
 2. To establish paternity;
 3. For disbursement of funds; **or**,
 4. For case closure.
2. To find employers:
 1. For service on the **noncustodial parent (NCP)**;
 2. For wage information;
 3. For withholding actions **or**,
 4. For non-compliance **actions**.
3. To find other assets **such as**:
 1. Information needed to establish or modify support;
 2. Information to enforce collections through liens and other actions; and,
 3. For seizure and sale of property.

2. How do I determine when to start locate actions?

1. **EV** sets a review code.
2. You need information to take the next action. **Example:** Address or an asset.
 1. Evaluate what locate information you already have.
 2. Focus on what locate information you need to take the next action.
 3. Find the necessary information.
 4. Take the next action.

3. What are the federal time requirements for locate actions?

1. Access all appropriate locate sources within **seventy-five (75)** days of determining locate action necessary for next step.
2. If locate attempts fail, repeat locate attempts **quarterly** for employer and asset information.

Note: The **EV** automatic locate actions **meets** this requirement.

1. **Perform an annual locate review which** includes searches that can not be done via the **auto-locate system such as credit checks, vehicle records, National Law Enforcement Telecommunications Service (NLETS), etc.**

2. Set a **review code** (RC) [23](#) as a locate follow up for one year.
3. A reason to set the RC earlier includes using diligent efforts to locate the unserved NCP or to find the NCP's **social security number** (SSN) for auto-locate purposes.

4. **What are the state time requirements for locate actions?**

1. If the child is on public assistance **Division of Child Support** (DCS) must serve the NCP within **sixty** (60) days.
2. DCS will not be able to charge the NCP for the time period after the first **sixty** (60) days up to the date of service unless staff took reasonable efforts to locate. Reasonable efforts to locate allow tolling of the **sixty** (60) day period. See Section [6.085](#).
3. Make reasonable efforts to locate the NCP. **Reasonable efforts include any locate that is not automated.**

Examples include:

1. **Contacting the CP;**
2. **Querying [Accurint](#);**
3. **Pulling a [DTEC](#) or social check (not a full credit bureau check);**
4. **Checking Automated Client Eligibility system ([ACES](#));**
5. **Department of Licensing ([DOL](#));**
6. **Felon Offender Reporting System (FORS);**
7. **Superior Court Management Information System ([SCOMIS](#));**
8. **District Court Information System (DISCUS);**
9. **[National Database New Hires](#);**
10. **[Employment Services](#); and**
11. **[Unemployment Compensation](#) data.**

5. **How do I document locate actions?**

1. **Post locate actions on the CC screen.**
2. See [Chart - Review/CC Codes](#) for correct case comment codes usage.
3. **Any information found through a confidential source like Financial Institution Data Match ([FIDM](#)) or Internal Revenue Service ([IRS](#)) records must be cited as "**confidential source**" and not by name in the case comments. See Section [17.000](#).**
4. Document credit bureau checks in the case comments as "credit bureau check".
 - **Do not** post information or assets found in the credit report.
5. Case records are the official record of case actions and subject to federal audit.

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Chapter 20: Locate

Section 20.005: Sources for Locate

This section describes resources available for locate actions.

Contents

Laws	45 CFR 303.3 Standards for Locate Actions 45 CFR 302.35 Requires States Establish a Parent Locate Service RCW 26.23.040 Requirements of the Employer Reporting Program WAC 388-14A-1035 Kinds of Locate Services DCS Provides
Policy	Field office staffs have primary responsibility for completing required locate actions.
Procedure	Use all appropriate locate tools available.
Visual Aids	PRISM Zip/Field Office Town/County Look-up Tools
Automated Actions	EV evaluates SEMS screens and suggests appropriate actions. Auto Locate program seeks locate and asset data from public and private sources, on all NCPs with a social security number (SSN) associated to one or more open cases. The program updates all cases regardless of status. It notifies staff of updates via Review Code 92 if the Basic Individual (BI) Screen contains a code in the Auto-Locate field.
SEMS Screens	CC , IA , OR , ES/SD
Forms Used	14-053 , 18-001 , 18-002 , 18-013 , 18-418 , 09-301 , 09-863 , 09-986
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	

Procedures

1. Where are locate sources to be found?

1. There are a variety of locate tools, locate resources and locate training available to the Support Enforcement Officer (SEO) including:
 1. The Support Enforcement Handbook;
 2. Division of Child Support (DCS) Internet links;
 3. Field office locate lists;
 4. SEO lead workers;
 5. SEO field office specialists; and
 6. The DCS [online training campus](#).
2. To access these resources:
 1. Visit the iESA homepage. Select the **DCS SEO Favorites-PRISM** (Personalized Resource & Internet Site Matrix). Select "DCS **Field Offices**" in the left navigation bar to find links to these resources.
 2. From the "Start" button on your computer's desktop toolbar, follow the pathway **Start-DCS Applications** to its submenus **Licenses, Locate, Other Agencies, and Reference** to find resource links.
 3. Ask your field office subject matter experts and SEO lead workers for locate tips and training.

2. What locate sources are available?

1. Case records:
 1. Review application/referral for name, date of birth (DOB), social security number (SSN), address, employer, vehicles, property, physical description, etc.
 2. Review case file images, correspondences, previous withholding actions, locate requests, and related cases.
2. Review Support Enforcement Management System ([SEMS](#)) screens like:
 1. Case comment ([CC](#)) screens/related cases;
 2. Employment security/income ([ES](#));
 3. Employment security/unemployment compensation ([SD](#));
 4. Financial institutions match ([FM](#));
 5. Forms table ([FT](#));
 6. Individual address ([IA](#));
 7. License information ([LI](#));
 8. Child Support Enforcement Network [CSENet](#) Quick Locate, **and**
 9. Federal Parent Locator Service ([FPLS](#)).

3. Internet:

1. Use search engines ([Google](#), [Yahoo](#)), directory search engines ([Ultimate White Pages](#), 411 Locate) and fee-for-service databases (Accurint, Internet Phonedisc) available from **Start-DCS Applications-Locate or Start-DCS Applications-Locate-PRISM**.
2. Use other Washington State agency databases available from **Start-DCS Applications** and its submenus **Licenses, Locate, Other Agencies**, and **Reference**:
 1. Public assistance (ACES);
 2. Department of Licensing Master License System (DOL-MLS)
 3. Department of Revenue (DOR)
 4. Department of Health (DOH)
 5. Employment Security Department (ESD)
 6. Department of Corrections-Felony Offender Reporting System (DOC-FORS)
 7. Department of Labor and Industries (L&I)
 8. Fish and Wildlife (F&W)
 9. Secretary of State (SOS)
3. Credit Bureaus: Full Credit Reports and Locate/Social Search available from **Start-DCS Applications-Locate-Credit Commander**. Be sure action is authorized. See Section [20.030](#).
4. Locate links by state are available at the **Start-DCS Applications-Locate-PRISM**. Choose *search for case locate info by area*.
5. Locate links by type (address, criminal records, vital records) are available at **Start-DCS Applications-Locate-PRISM** and *search for case locate info by type of information*.
6. Locate links by search engine (child support agencies, government, newspapers/radio/TV) are available at the **Start-DCS Applications-Locate-PRISM**. Choose *search for websites with research and contact info*.

4. In the Field Office:

1. Paternity coordinator;
2. Employment Security (ES) representative;
3. Case and Management Information System (CAMIS) liaison;
4. Regional Tribal Liaison;
5. Non-Wage Enforcement Program (NWEPP) representative;
6. Juvenile Rehabilitation Administration (JRA) representative;
7. Superior Court Management Information System (SCOMIS) and District Court Information System (DISCIS) representative; or,
8. The SEO Lead Worker and/or SEO Supervisor.

5. Resources available outside the Field Office using the telephone, email or postal mail are:

1. [Central Services Locate](#)
2. Employment Security Department ([ESD](#)) interface desk (360) 902-9506;

3. Social Security Administration (SSA) Letter to SSA - [List of SSA Offices](#);
4. Department of Labor and Industries ([L&I](#)) - check the status of a worker's compensation claim at 1-800-831-5227, **and** if you need to speak with a claims manager, see the L&I website <http://www.lni.wa.gov/Main/ContactInfo/OfficeLocations/> for the local L&I office phone number;
5. Previous employers;
6. Financial institutions;
7. Phone companies and other utilities;
8. [Department of Fish and Wildlife](#).
9. Unions;
10. Tax assessors;
11. [DOR/DOL](#) references;
12. Civil records/voter registration;
13. Relatives/neighbors/landlords;
14. The custodial parent (CP); **or**,
15. The noncustodial parent (NCP) if needed to help locate the CP.

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Chapter 20: Locate

Section 20.010: Automated Locate Sources

This section describes the different automated locate sources staff may use.

Contents

Laws	45 CFR 303.3 Standards for Locate Actions 45 CFR 308.2 Requires Quarterly Searches for Locate Information WAC 388-14A-3350 Defines Tolling
Policy	DCS must make continuous locate efforts.
Procedure	Post updated information on SEMS.
Visual Aids	Table 1- Auto-Locate Codes SEMS Help Manual Auto Locate Codes Table 2- Review Codes Set By EV SEMS Help Manual Review Codes set by EV PRISM
Automated Actions	EV automatically evaluates case data and suggests appropriate action. Setting Auto-Locate on the BI screen will activate another automatic case evaluation program.
SEMS Screens	IA , BI , LT , EV , OR , CC
Forms Used	
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	SEMS Help Manual - FPLS OCSE Federal Parent Locator Service (FPLS) OCSE AT-03-06 Requests for Information from the Federal Parent Locator Service for Parental Kidnapping, Child Custody or Visitation Purposes

Procedures

1. What are the available automated locate systems?

1. [EV](#) (Auto-Eval) [Reviews](#):

1. Uses key data fields to evaluate the case. See [Locate Resource Matrix](#).
2. Sets the Event Tracking code to alert staff to take necessary actions.
3. The Support Enforcement Officer (SEO) must make sure case data is accurate. This keeps Support Enforcement Management System (SEMS) from generating non-productive reviews.
4. When an [EV](#) review pops up, evaluate the case and take the action, if appropriate; if not, correct the data.

2. [Auto-Locate Program](#):

1. SEMS Interfaces with a number of other databases (ACES, Department of Licensing, Department of Corrections, Employment Security Department, Department of Labor and Industries) and updates addresses and other information on the NCP's or CP's individual address (IA) screens.
2. Setting Auto-Locate causes SEMS to generate a review code (RC) 92 anytime the old [Auto-Locate](#) program finds new information on the case.
3. Set Auto-Locate only when one of the following apply:
 1. You are trying to locate the noncustodial parent (NCP) and [EV](#) is set to maintenance payments (MP) or initiating interstate (IN);
 2. You are trying to locate the custodial parent (CP); or,
4. When a case is set to *Initiating* on the [BC](#) screen, SEMS automatically changes the NCP's Auto Locate Code to **8** (*New Information on NCP*).

3. Federal Parent Locator Service ([FPLS](#)):

1. SEMS automatically refers cases to the FPLS on the last Thursday of each month.
2. The FPLS accesses the following sources:
 1. Internal Revenue Service;
 2. Department of Defense;
 3. Office of Personnel Management (federal employee records);
 4. Federal Bureau of Investigations (employee records);
 5. Social Security Administration (benefits and employer tax records);
 6. Veterans Administration;
 7. National Directory of New Hires; and,
 8. Federal, state and county prison records.
3. If the FPLS provides new address or asset information, SEMS EV posts a review code [93](#) for the SEO.

2. **What do I do if someone requests information from the Federal Parent Locator Service (FPLS)?**

- o Refer the request to your [Field Office Public Disclosure Coordinator](#). See Section [22.005](#).

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Chapter 20: Locate
Section 20.015

Section 20.015 is incorporated in other sections of [Chapter 20](#)

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Chapter 20: Locate

Section 20.020: Sources for Locating a Person

This section discusses resources to locate addresses of individuals.

Contents

Laws	45 CFR 303.3 Standards for locate actions. 45 CFR 302.35 Requires States Establish a Parent Locate Service WAC 388-14A-1035 Kinds of Locate Services DCS Provides
Policy	Division of Child Support (DCS) must make continuous locate efforts.
Procedure	If the case record does not provide required information check other resources that might provide needed information.
Visual Aids	PRISM
Automated Actions	EV evaluates case information and suggests actions for staff to take.
SEMS Screens	EV , LT , IA , CC
Forms Used	14-053 , 18-001 , 18-002 , 18-013 , 18-418 , 09-301 , 09-863 , 09-986
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	PRISM

Procedures

1. How do I locate an individual?

1. Internet based locate links are available from the desktop at **Start-DCS Applications-Locate**.
 1. Direct links include:
 1. [Accurint](#);
 2. [Credit Commander](#);
 3. [Internet Phonedisc \(ReferenceUSA\)](#);
 4. [National Directory New Hires \(NDNH\)](#);
 5. [Employment Security Department \(ES UC\) Search](#);
 6. [Non-Wage Enforcement Program \(NWEPP\) lien database](#);
 7. [Supplement Security Income \(SSI\) Death Index](#);
 8. [The Work Number](#);
 9. [Ultimate White Pages](#);
 10. [Washington \(WA\) Auto Insurance Data](#);
 11. [WA Banks and Credit Unions](#); and
 12. [PRISM](#).
 2. Locate links by state are available at the **Start-DCS Applications-Locate-PRISM**. Choose *search for case locate info by area*.
 3. Locate links by type (address, criminal records, vital records) are available at **Start-DCS Applications-Locate- PRISM**. Choose *search for case locate info by type of information*.
 4. Locate links by search engine (child support agencies, government, newspapers/radio/TV) are available at the **Start-DCS Applications-Locate-PRISM**. Choose *search for websites with research and contact info*.
2. Search Washington State Department of Licensing (DOL) records available at **Start-DCS Applications-Licenses-DOL Internet Query**.
 1. If you have both a name and date of birth, access a Driver's Record Inquiry.
 2. If you have a name, vehicle or boat license plate or vehicle identification number (VIN), access the Vehicle/Vessel Inquiry called IVIPS.
 3. If you have partial name, date of birth (DOB), social security number (SSN), street address, or other identifying information, consult your field office Department of Licensing Driver and Plate Search (DAPS) [specialist](#) to search the Washington Department of Licensing Driver and Vehicle Database to find a match.
3. Search the Internet for name, phone number or address from your computer at **Start-Internet Explorer** or at **Start-DCS Applications-Locate-Accurint** or **Internet PhoneDisc (ReferenceUSA)** or **Ultimate White Pages**.
 1. If you have a name or a SSN, use Accurint.

2. If you have a telephone number, use Ultimate White Pages reverse directory or Internet PhoneDisc (ReferenceUSA) to find an address or subscriber name.
 3. If the address is not listed, send a **Subpoena Duces Tecum**, DSHS [09-301](#), to the local telephone company or cellular service provider to obtain the person's address.
 4. If the telephone company or cellular service provider is out of state, send the **Administrative Subpoena**, DSHS [09-863](#).
 5. Call the general telephone information service and ask for the name and address of the telephone company servicing the person's telephone number to contact that company.
4. Search the inmate rosters using the following search engines:
1. Search the Washington State prisons through the Felony Offender Reporting System (FORS) at **Start-DCS Applications-Other Agencies-IBM Host**.
Note: If an address or phone number is needed for Washington State Department of Corrections Prison, Work Release, Work/Training or Pre-Release facility, go to **Start-DCS Applications-Reference-Department of Corrections Address & Phone List**. Choose the facility in question in the left frame and the contact information will appear in the right frame.
 2. Search Washington State County and City jail rosters available at **Start-DCS Applications-Locate-PRISM** and *search for case locate info by type of information*. Select category *Criminal Records*.
 3. Search the federal bureau of prisons, out-of-state prisons, county jails and city jails. See **Start-DCS Applications-Locate-PRISM** criminal records and *search for case locate info by type of information*. Select category **Criminal Records**.
5. Search the Automated Client Eligibility System (ACES) at **Start-DCS Applications-Other Agencies-ACES online** for public assistance records.
 6. Review Employment Security Department information if you have a SSN. Check the [ES](#) and [SD](#) screens.
 7. Search the Department of Health (DOH) database for birth, marriage, divorce, and death if any of these events occurred to the person in Washington State. The DOH search engine is available at **Start-DCS Applications-Other Agencies-DOH Basic Web Page or Extended Web**.
 8. If the individual is in the military, see **Start-DCS Applications-Locate-PRISM** and choose *search for websites with research and contact info*. Select category *Military Information*.
 9. If the individual is a licensed commercial fisherman, try to find out the name and owner of the boat.
 1. Contact the custodial parent (CP) for any information they might have.
 2. Send a Request for Public Record, WDFW-859, to the [Department of Fish and Wildlife](#).
 3. Call the [Fishing Vessel Owner's Association](#) (206) 283-7735 if you have the name of the boat.
 4. Call the [Deep Sea Fisherman's Union of the Pacific](#) at (206) 783-2922 and provide the person's name and social security number (SSN).
 5. Search [Alaska Commercial Fishing Vessels & Owners](#) database.
 6. Search [United States Coast Guard](#) vessel registration database.
 7. Request [Central Services NLETS search](#).
10. If the individual is a stock or investment broker or dealer and you know the firm where that individual

works, then go to The National Association of Security Dealers and click on [NASD BrokerCheck](#).

1. Click on: *Look Up a Broker/Dealer Firm or Individual*;
2. Scroll down and Click on: *Agree*;
3. In the *Select Requester Type* pull-down menu click on: *Government/Law Enforcement*;
4. Click on *Individual Broker*;
5. Input all the requested information including the NCP full name and the present or past brokerage or security firm that employed the NCP. You do not need the whole firm name, putting in "Global" will return your NCP if he worked for a "Global" security firm.
 1. The match data includes the present firm and any previous firm that employed the NCP.
 2. It also shows the States where the NCP is licensed to operate.
 3. Click on the NCPs name and then look on the left hand side to get the address for his present and past employers.
11. If you believe your NCP may be a stock or security broker or dealer, but you **do not** have a firm name, contact Economic Services Administration (ESA) Division of Fraud Investigation (DFI), which does not need a firm name to do the NASD BrokerCheck search.
 1. Send an e-mail request to: DSHS RE LSC;
 2. Put **DFI** and a case number in the subject line.
12. Send a locate request to the Federal Case Registry in SEMS. Use the SEMS passoff code "[NR](#)", select the **Query/Locate** button and the radio button. Follow the procedures in the SEMS Help Manual for the Federal Case Registry ([FCR](#)) Screen. Also see Section [20.025 B](#).
13. If all local actions are unsuccessful, contact [Central Services Locate](#) for other locate services. See Section [20.035](#).

2. [What](#) if I think the NCP is not in [Washington State](#)?

1. Use the Child Support Enforcement Network ([CSENet](#)) for quick locate if the NCP may be in another state.
 1. Enter [IN](#) at the Support Enforcement Management System (SEMS) Action Code Field for the IV-D case number.
 2. Choose the state to receive the request.
 3. A CSENet Quick Locate Request sends the NCP name, date of birth, and social security number to the selected state's Locate unit to check its on-line sources (such as Employment Security, Public Assistance, Child Support, etc.).
 4. There is a limit of three (3) CSENet Quick Locate Requests per case, per day.
 5. A programmatic case comment (CC) is created documenting the Quick Locate Request sent via CSENet.
 6. A review code [73](#) is set on the case for forty-five (45) days to check for the Responding Jurisdiction's (RJ's) response.
2. Send interstate locate form for those states that do not offer CSENet locate services:

1. Complete a **Locate Data Sheet**, DSHS [18-575](#). Get the Responding Jurisdiction (RJ) address from the [Everett Interstate Guide](#) or [OCSE Intergovernmental Referral Guide \(IRG\)](#).
2. Set a review code [70](#) for ninety (90) days in the future to follow up on the request.

3. **What if I think the NCP is not in the United States?**

1. Send a **Locate Data Sheet**, DSHS [18-575](#), to foreign countries that have reciprocal agreements with Washington State or the United States. See [Everett Interstate Guide](#) or [OCSE Intergovernmental Referral Guide \(IRG\)](#) for contacts, addresses and further instructions. Set a review code [70](#) series to follow up on the request.
2. Send a locate request to a foreign country if you can provide a local lead within that country.
 1. The party's U.S. Social Security Number (SSN) or employer are not useful locate information in a foreign country.
 2. Review resources at [U.S. Department of State](#).
 3. See [Everett Interstate Guide](#) or [OCSE Intergovernmental Referral Guide \(IRG\)](#) for possible further instructions about the foreign country.

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Section 20.025: Sources for Locating Assets

This section describes resources available for locating assets.

Contents

Laws	45 CFR 303.3 standards for locate actions. 45 CFR 302.35 Requires States Establish a Parent Locate Service WAC 388-14A-1035 Kinds of Locate Services DCS Provides
Policy	Division of Child Support (DCS) must make continuous locate efforts.
Procedure	Review file for employers, union affiliations, or other assets.
Visual Aids	PRISM
Automated Actions	EV generates a review when any new locate information becomes available.
SEMS Screens	IA , ES/SD , CC , FM
Forms Used	14-053 , 18-001 , 18-002 , 18-013 , 18-418 , 09-301 , 09-863 , 09-986
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	PRISM

Procedures

1. How do I locate assets to attach?

1. Internet based locate links are available from the desktop at **Start-DCS Applications-Locate**.
 1. Direct links include
 1. [Accurant](#);
 2. [Credit Commander](#);
 3. [Internet Phonedisc \(ReferenceUSA\)](#);
 4. [National Directory New Hires \(NDNH\)](#);
 5. [Employment Security Department \(ES_UC\) Search](#);
 6. [Non-Wage Enforcement Program \(NWEPP\) lien database](#);
 7. [Supplement Security Income \(SSI\) Death Index](#);
 8. [The Work Number](#);
 9. [Ultimate White Pages](#);
 10. [Washington \(WA\) Auto Insurance Data](#);
 11. [WA Banks and Credit Unions](#); and
 12. [PRISM](#).
 2. Locate links by state are available at the **Start-DCS Applications-Locate-PRISM** and choose *search for case locate info by area*.
 3. Locate links by type (asset, insurance claims, real property) are at **Start-DCS Applications-Locate-PRISM** and choose *search for case locate info by type of information*.
 4. Locate links by search engine (black books, business, cars/boats/planes) are at the **Start-DCS Applications-Locate-PRISM** and choose *search for websites with research and contact info*.
2. Review case comments and case images for remarks by relatives, neighbors, roommates, landlords and the custodial parent for possible leads.

2. How do I locate wages and other income?

1. Review the case record and file for past or current employers, types of employment and union affiliation, or other sources of income. This may provide leads for further investigation.
2. Search the Automated Client Eligibility System ([ACES](#)) database for Social Security benefits, Veterans Administration (VA) benefits, Department of Defense payments, litigation or estate settlements, rental income, other income programs, and employers.
3. Check the Department of Labor and Industries ([L&I](#)) for any possible benefits by calling 1-800-831-5227. You need the noncustodial parent (NCP) claimant number and social security number (SSN) from the [ES](#) screen. See Section [10.025](#).
4. Contact your Employment Security Department ([ESD](#)) field office representative if the [ES/SD](#) screens show the NCP is receiving unemployment compensation benefits (UC) but the NCP

has either reported other income or has stopped receiving UC. See Section [10.035](#).

5. If it appears the NCP may be living and/or working out of state:
 1. Send a locate request to the Federal Case Registry (FCR) unless the Support Enforcement Management System ([SEMS](#)) has sent one. Go to the National Registry ([NR](#)) screen, select **Query/Locate** and then **Locate Request**.
 2. Send a CSENet [Quick Locate](#) Request to the probable state(s) where the NCP is living or working. The state will check its on-line sources (such as Employment Security, Public Assistance, Child Support, etc.) for addresses and income sources.

3. How do I locate bank accounts for potential seizure?

1. Review Financial Institution Data Match (FIDM) information on the [FM](#) screen.
2. Send a **Subpoena Duces Tecum**, DSHS [09-301](#), to Washington State Employment Security Department for a copy of the front and back of the last unemployment benefits (UC) check cashed by the NCP. Review check for possible NCP bank information.
3. Send a 09-301 to a former employer for a copy of the front and back of the last couple of pay checks for possible NCP bank information.
4. Send an **Administrative Subpoena**, DSHS [09-863](#), when sending a subpoena to an out-of-state entity.
 1. If they refuse to comply, contact the institution and explain that they have the authority to disclose the information to Division of Child Support (DCS) according to [42 USC 666 \(c\)\(1\)\(D\)](#).
 2. DCS does not reimburse costs incurred for honoring subpoenas, including copying or other fees. Send a **Denial of Subpoena Fee Reimbursement Request**, DSHS [09-986](#), if you receive a reimbursement request.
5. If account information is found, see Sections [10.060](#) about seizing financial institution assets.

4. How do I locate personal property for potential seizure?

1. Search all records for cars, trucks, boats, airplanes, and other assets. See **Start-DCS Applications-Locate-PRISM** and choose *search for websites with research and contact info* or *search for case locate info by type of information* for asset valuation links.
2. Verify ownership through Washington State Department of Licensing (DOL) [IVIPS](#) records. See Section [10.140](#) for [NWEF](#) procedures.
3. Review for unclaimed property through Washington State Department of Revenue ([DOR](#)) and National Association of Unclaimed Property Administrators ([NAUPA](#)). See Section [10.090](#).

5. What are the Federal Parent Locator Service (FPLS) and the National Directory of New Hires (NDNH)?

1. The Expanded Federal Parent Locator Service (FPLS) consists of the Federal Case Registry ([FCR](#)) and the National Directory of New Hires ([NDNH](#)). The FCR consists of participants on IV-D cases and non-IV-D support orders submitted by IV-D agencies. The NDNH consists of quarterly wage reports, new hire reports, and unemployment claims submitted by each state.
2. When a noncustodial parent (NCP) becomes part of the FCR, DCS automatically receives

employer information from the other states through the NDNH.

3. All states and territories (except for Guam and the Virgin Islands) regularly send employer information to the NDNH. Not all states use the FCR. NDNH employer information will not be supplied to a state for an NCP who is not on the FCR.
4. See SEMS help manual [National Registry](#) (NR) screen for search tips.

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Chapter 20: Locate

Section 20.030: Locate Information Available Through Credit Bureaus

This section describes information available through credit bureaus and the limitations on their use.

Contents

Laws	<p>Section 619 of the Fair Credit Reporting Act Prohibits Obtaining Information from a Credit Reporting Agency Under False Pretenses 15 USC 604(a)(4) and (5) Fair Credit Reporting Act: Credit Bureau Reports and Child Support Enforcement 45 CFR 302.70 (a)(7) DCS Required to Report Overdue Support to Consumer Reporting Agencies 45 CFR 303.3 Standards for Locate Actions WAC 388-14A-1035 Kinds of Locate Services DCS Provides</p>
Policy	<p>Use credit bureaus for authorized purposes only.</p> <p>The Division of Child Support (DCS) sends a Credit Bureau Letter, DSHS 09-943 to the noncustodial parent (NCP) before accessing a full credit report if:</p> <ul style="list-style-type: none"> o Paternity has not been established; or o An Acknowledgement of Paternity was filed on or before July 1, 1997 and no subsequent order was established. <p>Do not access full credit reports if paternity has not been established or an acknowledgment of paternity was signed before July 1, 1997 in Washington State and no subsequent order was established, unless DCS sent a Credit Bureau Letter, DSHS 09-943 to the NCP.</p>
Procedure	<p>Follow local procedures to access credit bureau information.</p> <p>The ten day Credit Bureau Letter, DSHS 09-943, must be sent by certified or registered mail to the NCP's last known address, but does not need to be sent restricted delivery. Nor does it need to be served.</p>
Visual Aids	<p>List of Credit Bureau "areas". This list may provide help in determining the best credit bureau to use in a given geographic region. PRISM</p>
Automated Actions	SEMS will make a CC code 35 when the 09-943 is generated.
SEMS Screens	CC , FT
Forms Used	09-943
Hearing and Conference Board Rights	Conference Board on the DSHS 09-943. If NCP requests a conference board, do not run the credit check until the Conference Board has issued a decision.
Personal Notes [Add a note]	You have not added any notes to this handbook section.

See Also

Training aids: [Equifax](#), [Experian](#), [TransUnion](#)
[10.130](#) Credit Bureau Reporting

Procedures

1. When can I access a credit bureau report?

1. You may use credit reports to locate a noncustodial parent and to establish, enforce, or modify a court or administrative support order.
2. You may request a full credit report without sending a **Credit Bureau Letter**, DSHS [09-943](#), when one of the following applies:
 1. The report is on a noncustodial parent (NCP) who has an order establishing a support obligation (maternal and paternal).
 2. The NCP and custodial parent (CP) are still married to each other, or were married to each other when the child was born.
 3. The report is on an individual or company who has an established obligation to the Division of Child Support (DCS).
3. You may access other locate services available through credit bureaus, such as DTEC or social security number (SSN) searches, on any case when useful.
4. Search only individual reports, not joint reports, for all credit searches.
5. A full credit report leaves an inquiry trail.

2. When must I send the NCP a Credit Bureau Letter, DSHS 09-943?

1. If the NCP has not been sent the **Credit Bureau Letter**, DSHS [09-943](#), and paternity has not been established or an acknowledgment of paternity from Washington State was filed before July 1, 1997 and no subsequent order has been established:
 1. Send the DSHS 09-943 by certified or registered mail to the NCP's last known address.
Note: You **do not** have to actually serve the notice.
 2. Allow fourteen (14) days before accessing the credit bureau report.
2. You only need to send a DSHS 09-943 the first time you access the NCP's credit bureau report.

3. What do I do if the NCP objects to having a full credit bureau report run to obtain asset information?

1. The ten (10) day notice **Credit Bureau Letter**, DSHS [09-943](#), advises the NCP that he or she can request a Conference Board.
2. Attempt to negotiate with the NCP to resolve the issue. If the issue cannot be resolved, the NCP can request a Conference Board.
3. If an NCP requests a Conference Board, **do not** run a full credit bureau check until after the Conference Board has issued a decision. See Section [7.015](#).

4. What are some best practices for credit bureau reports?

1. Know the demographic of your NCP.
 1. The chances of getting useful collection data will be poor if the NCP is known to be a transient, is on general assistance-unemployable (GAU), or supplemental security income (SSI).
 2. The chances of getting useful collection data will be good if the NCP has a newer vehicle, home, or expensive possessions.
2. Next, determine what you need.
 1. Do an **Accurint** search or pull a **DTEC**/social search (it will give you an NCP's physical address) if you only need an address. Accurint frequently has telephone numbers. DTEC does not.
 2. Pull a credit bureau report and decode the inquiry codes to send a subpoena to the vendor(s) for the NCP's application if you need a telephone number or asset. The application may reveal contact, employer and asset information.
3. If you do run a credit bureau report, run them one bureau at a time. If the first bureau lists addresses, collection accounts, liens, judgments, etc., it is highly unlikely that subsequent reports would add anything helpful.
4. As a general rule, credit bureau reports should be run annually on non-paying NCPs. If DCS receives new information that an NCP purchased a new home, vehicles, or possessions, then run a credit bureau report. Subpoena the vendor(s) from the NCP's application in order to get NCP's contact, employer and asset information.

5. How do I document credit bureau report searches?

1. Document credit bureau reports, but do not list the credit bureau as the source of new information.

Example: Case comments (CC) are:

1. [CC 23](#) Checked DTEC. No new information;
2. [CC 21](#) NCP individual address (IA) updated from confidential source.
2. The Support Enforcement Management System (SEMS) will make a [CC](#) code [35](#) when the DSHS [09-943](#) is sent.

6. What do I do with credit bureau reports?

1. Do not retain credit bureau reports in the file.
2. Do not image credit bureau reports.
3. Follow local procedures to access credit bureau information.
4. When you make an inquiry to a credit bureau and the bureau does not grant credit, it identifies the inquirer by a code only. To identify the inquirer use the decode program from each credit bureau company.
5. Once you have identified an inquirer or bank, you may subpoena the NCP's credit application for employment or asset information.

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Chapter 20: Locate

Section 20.035: Central Services Locate

This section describes locate services available through Central Services locate.

Contents

Laws	45 CFR 302.35 Requires States Establish a Parent Locate Service 45 CFR 303.3 Standards for Locate Actions WAC 388-14A-1035 Kinds of Locate Services DCS Provides
Policy	Division of Child Support (DCS) must make continuous locate efforts.
Procedure	<p>Central Services Locate assists field offices in accessing specialized databases.</p> <p>Start-DCS Misc-Service Requests-CentralOps Svc Requests will open a service request form. Fill out the order completely and submit it. The request will go to Central Services Locate staff directly.</p>
Visual Aids	PRISM Appendix 2: Locate Request Requirements Appendix 3: NLETS Regions Chart - Availability of Driver License Photos
Automated Actions	
SEMS Screens	IA , CC
Forms Used	
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	

Procedures

1. How do I access Central Services Locate services?

1. **Start-DCS Misc-Service Requests-CentralOps Svc Request.**
2. Most locate services will need name, social security number, date of birth, and gender. The [PRISM](#) lists specific requirements for each locate service and the information provided.

Note: The Federal Parent Locator Service (FPLS) is no longer requested by e-mail. Instead you can access the Federal Case Registry screen in Support Enforcement Management System (SEMS) by using the "NR" pass-off code, select the Query/Locate button and the Locate Request radio button. Follow the procedures in the SEMS help manual for the Federal Case Registry Screen. See Section [20.025 B](#).

2. What information is available through Central Services Locate services?

1. National Law Enforcement Telecommunications System ([NLETS](#)).
 1. May provide address, physical description, and driver's license data.
 2. May be able to provide driver's license information, if you provide the specific state.

Note: Department of Corrections (DOC) may provide the above information as well as the DOC inmate number and current location of the party through the Felon Offender Reporting System (FORS) at **Start-DCS Applications-Other Agencies-IBM Host**.

3. See NLETS Regions in [Appendix 3](#).
2. Uniform Driver/Vehicle Inspection Report
 - May provide information on a trucker who drives through Washington State.
3. Traffic Accident Reports
 1. Washington State's Department of Licensing (DOL) may provide a copy of the accident report if one is on file.
 2. Washington State Department of Transportation (WSDOT) retains records for the current year plus the previous six (6) years. The collision (accident) must have occurred during this period of time or your request will be refused.
 3. To avoid your locate request from being rejected via [CentralOps Svc Request form](#), you must submit all of the following information:
 1. The person's Washington State Driver's License number;
 2. Collision Date;
 3. Involved Persons' Names; and,
 4. Collision Location (County and City).

3. How will Central Services Locate respond to Support Enforcement Officer requests?

1. After Central Services Locate receives requests from the field via [CentralOps Svc Request](#)

[form](#), they will access or request the information and post a [case](#) comment (CC) code **24** to the [CC](#) screen.

2. The [Support Enforcement Officer](#) should verify any information provided by another source, if possible, to ensure accuracy.

[Appendix 1 - Locate Resource Matrix](#)

[Appendix 2 - Central Services Locate Requests](#)

[Appendix 3 - NLETS Regions](#)

[Chart - Availability of Driver License Photos](#)

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