

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 8: Parent Locate	Effective Date: 03/25/2024
	Section 1: Parent Locate	Version: 2.1 Revision Date: 03/15/2024

BACKGROUND

Under the Title IV-D program, “locate” means searching for and obtaining information on the physical whereabouts of case participants to establish paternity, as well as to establish, modify, and enforce child support orders.¹ Locate efforts can be automatic or manual.

Federal regulations require Title IV-D agencies to maintain a State Parent Locator Service (SPLS) to provide locate information for authorized purposes.² The SPLS accesses automated data matches with the Federal Parent Locator Service (FPLS) and other relevant sources of information and records available within the State, as well as from other States when appropriate.³

DEFINITIONS

1. **“Federal Case Registry (FCR)”** is a national database implemented on October 1, 1998 that contains basic participant and case information from each of the State Case Registries for all Title IV-D cases, as well as for non-Title IV-D (NIVD) cases with child support orders established or modified on or after October 1, 1998.⁴ The FCR also assists Title IV-D child support offices in locating case participants living in different States to establish, modify, and enforce child support orders.⁵
2. **“Federal Parent Locator Service (FPLS)”** is an assembly of systems operated by the Office of Child Support Services (OCSS) that assists Title IV-D child support offices in locating case participants living in different States to establish paternity, as well as to establish, modify, and enforce child support orders.⁶ Some of the databases included in the FPLS are the FCR and the National Directory of New Hires.⁷
3. **“State Parent Locator Service (SPLS)”** is operated at the State level by Title IV-D agencies and is part of individual States’ statewide child support systems. The SPLS accesses a variety of automated data matches with the FPLS and other State and private sources. The SPLS consists of multiple systems and interfaces with States’

¹ 42 U.S.C. § 653(a)(2)

² 45 C.F.R. § 302.35(a)

³ 45 C.F.R. § 302.35(a)(1)

⁴ 42 U.S.C. § 654a(f); 45 C.F.R. § 307.11(f)(1)

⁵ OCSS Federal Case Registry Overview

⁶ 42 U.S.C. § 653(a)(2); OCSS Overview of Federal Parent Locator Service

⁷ OCSS Overview of Federal Parent Locator Service

statewide child support systems that may include each States' State Directory of New Hires, State Case Registry, and State Disbursement Unit.

POLICY

The Indiana Child Support Bureau (CSB) operates Indiana's SPLS and receives and transmits information to the FPLS.⁸ The SPLS shall make all necessary locate requests to the FPLS and may also request locate information and assistance from the parent locator services of other Title IV-D agencies.⁹

The SPLS shall only accept requests for locate information from the following authorized persons:

1. An agent or attorney of a State or tribal Title IV-D program who has the duty or authority under the Title IV-D program to collect amounts owed for child or spousal support;
2. The court having authority to issue, or initiate the issuing of, an order for child support;
3. A State agency administering a program under Title IV-B, subparts 1 or 2, or Title IV-E; and
4. An entity designated as a Central Authority for child support in a foreign country.¹⁰

The Title IV-D Prosecutor's Office is authorized to request locate information on a non-custodial parent (NCP) in a Title IV-D case.¹¹ Requests for locate information must be for the purpose of:

1. Establishing paternity;
2. Establishing, setting the amount of, modifying, or enforcing child support obligations; or
3. Determining who has or may have parental rights with respect to a child.¹²

Within 75 calendar days of determining that locate is necessary, the Title IV-D Prosecutor's Office shall access all appropriate locate sources and ensure that locate information is sufficient to take the next appropriate action in a case.¹³ If initial locate attempts are unsuccessful, the Title IV-D Prosecutor's Office must repeat locate attempts no less frequently than on a quarterly basis, provided that adequate identifying information for the NCP (e.g., date of birth, Social Security number) exists that meets the locate submission requirements.¹⁴ If new information is received to assist in the location of the NCP, the Title IV-D Prosecutor's Office must immediately attempt to verify the new information in order to proceed with the next appropriate action in the case.¹⁵

Federal regulations prohibit the CSB and the Title IV-D Prosecutor's Office from disclosing any confidential information obtained through the SPLS or FPLS, except to the extent necessary to fulfill a statutory duty.¹⁶ Upon request from an authorized person, as defined by federal regulations, the Title IV-D agency may disclose confidential information for an authorized purpose.¹⁷ This information is highly confidential and the confidentiality of this information must

⁸ IC 31-25-3-2(a)

⁹ IC 31-25-3-2(a); IC 31-25-3-2(c)

¹⁰ IC 31-25-3-2(b); 42 U.S.C. § 653(c); 45 C.F.R. § 302.35

¹¹ IC 31-25-3-2(b); 45 C.F.R. § 302.35(c)(1)

¹² 45 C.F.R. § 303.70(e)(1)(i)

¹³ 45 C.F.R. § 303.3(b)(3)

¹⁴ 45 C.F.R. § 303.3(b)(5)

¹⁵ 45 C.F.R. § 303.3(b)(5)

¹⁶ IC 31-25-4-21(b)

¹⁷ OCSS Final Rule: State Parent Locator Service; Safeguarding Child Support Information

be safeguarded and maintained at all times. See Chapter 18: Confidentiality and Security for more information.

REFERENCES

- [IC 31-25-3-2](#): Duties of bureau; access to information
- [IC 31-25-4-21](#): Confidential information; safeguards; necessary disclosures
- [42 U.S.C. § 653](#): Federal Parent Locator Service
- [42 U.S.C. § 654a](#): Automated data processing
- [45 C.F.R. § 302.35](#): State parent locator service
- [45 C.F.R. § 303.3](#): Location of noncustodial parents in IV-D cases
- [45 C.F.R. § 303.70](#): Procedures for submissions to the State Parent Locator Service (State PLS) or the Federal Parent Locator Service (Federal PLS)
- [45 C.F.R. § 307.11](#): Functional requirements for computerized support enforcement systems in operation by October 1, 2000
- [OCSS Federal Case Registry Overview](#)
- [OCSS Overview of Federal Parent Locator Service](#)

PROCEDURE

For all cases opened upon enrollment or referral for Title IV-D services, the Title IV-D program must attempt to locate all NCPs and/or their sources of income and/or assets utilizing all appropriate locate resources within 75 days of determining that locate is needed to take necessary action.¹⁸

The Title IV-D Prosecutor's Office must initiate locate efforts within the required federal time frames. If locate is necessary, the Title IV-D Prosecutor's Office must repeat locate attempts no less frequently than on a quarterly basis as long as adequate identifying information exists (e.g., date of birth, Social Security number) that meets the locate submission requirements.¹⁹ If new information is received to assist in the location of the NCP, the Title IV-D Prosecutor's Office must immediately attempt to verify the new information in order to proceed with the next appropriate action in the case.²⁰

If locate is necessary and the NCP's name and Social Security number or date of birth are known, the Title IV-D Prosecutor's Office shall initiate locate efforts utilizing appropriate locate resources that include, but are not limited to:

- a. The FPLS State Services Portal;
- b. The United States Postal Service (USPS);
- c. The NCP's current or past employer(s);
- d. Financial institutions;
- e. Public assistance and/or social service programs;
- f. Correctional facilities (local, State, or federal);
- g. Criminal records;
- h. The Bureau of Motor Vehicles; and
- i. Interstate locate networks and/or Title IV-D agencies.²¹

¹⁸ 45 C.F.R. § 303.3(b)

¹⁹ 45 C.F.R. § 303.3(b)(5)

²⁰ 45 C.F.R. § 303.3(b)(5)

²¹ 45 C.F.R. § 303.3(b)(1)

If known, the Title IV-D Prosecutor's Office is strongly encouraged to update the statewide child support system with the following demographic and/or supplemental information on the NCP to assist with locate efforts:

- a. The names of the NCP's father and mother, as well as his/her mother's maiden name;
- b. If known, the NCP's eye and hair color, height and weight, and identifiable marks or characteristics (e.g., glasses, tattoos);
- c. The make, model, and year of the NCP's motor vehicle; and/or
- d. The approximate age of the NCP if the date of birth is unknown.

If an NCP is successfully located, the address and/or employer information, as well as the verification source and date, should be entered by the Title IV-D Prosecutor's Office into the statewide child support system.

If the Title IV-D Prosecutor's Office's locate efforts are unsuccessful in yielding a verified address for the NCP after several attempts, the case may be referred to CSB's SPLS. However, because both the Title IV-D Prosecutor's Office and CSB's SPLS have the same locate sources, SPLS may not be able to provide the Title IV-D Prosecutor's Office with additional information. Before the Title IV-D Prosecutor's Office refers a case to the SPLS, the NCP's name and Social Security Number, or name and date of birth, must be entered on the statewide child support system. (A case cannot be referred to SPLS if the NCP's Social Security or date of birth are unknown or are not entered on the statewide child support system.)

SPLS utilizes the FPLS and all relevant sources of information and records available in the State, and in other States when appropriate, to research and verify locate information on the NCP.²²

Personal data in the Federal Case Registry (FCR), which is contained in the FPLS, is matched against data from various federal agencies in an attempt to locate NCPs and/or their assets for the purpose of establishing or enforcing a child support order.²³ Some of the federal agencies from which data is matched include:

- a. National Directory of New Hires (NDNH);
- b. Social Security Administration (SSA);
- c. Department of Veterans Affairs (VA);
- d. Department of Defense (DoD);
- e. Internal Revenue Service (IRS); and
- f. Annual Wage Reporting (AWR).²⁴

Please note that locate information obtained from sources coded in the statewide child support system as IRS or IRS/AWR must be verified through a second source.

Cases referred by the Title IV-D Prosecutor's Office to CSB's SPLS will be referred back to the responsible worker after the location attempt of the parent is completed. The statewide child support system will notify the Title IV-D Prosecutor's Office via a worklist item.

As long as there is an open Title IV-D case on the statewide child support system, the Title IV-D Prosecutor's Office must continue locate attempts no less frequently than quarterly, or

²² 45 C.F.R. § 302.35(a)(1)

²³ OCSS Federal Case Registry Overview

²⁴ OCSS Federal Case Registry Overview

immediately upon receipt of new information which may assist in locating the NCP, whichever occurs sooner.²⁵ However, the case may meet the criteria for case closure if certain conditions exist. Please refer to Chapter 17: Case Closure for additional information.

Procedures for locate efforts when Indiana is the responding State do not differ from the procedures outlined in this Chapter.

FORMS AND TOOLS

1. [FCR and Locate Menu Financial Institution Data Match Screen](#)
2. [FCR and Locate Menu: 01 Proactive Data Match](#)
3. [FCR and Locate Menu: 02 National Direct New Hire Response Data](#)
4. [FCR and Locate Menu: 12 Federal Case Registry Locate Response](#)
5. [FCR and Locate Menu: FCR SVES Benefit Information](#)
6. [FCR and Locate Menu: FCR SVES Prisoner Information](#)
7. [FPLS State Services Portal](#)
8. [FPLS State Services Portal: Federal Case Registry and Using the Portal](#)
9. [Quick Locate in Other States through CSENet](#)
10. [Referring Cases to the State Parent Locate Service Unit \(SPLS\)](#)

FREQUENTLY ASKED QUESTIONS

1. Q. When are participant addresses updated in statewide child support system?
 - A. Participant addresses are updated in the statewide child support system when addresses are verified through a variety of sources, including various locate interfaces. It is recommended that whenever CSB, Title IV-D Prosecutor's Office, or Clerk of Courts communicate with a participant, they verify that the mail address (MAIL) currently in the statewide child support system is still the correct address. If the address verified is not the current mail address, then the worker creates a new mail address with the appropriate verification date and source.
2. Q. Do participant mail addresses have a time frame where they are considered invalid or old?
 - A. No, participant mail addresses do not have a time frame where they are considered invalid or old. A verification date on an active MAIL address signifies the date the source verified the address. For example, if a worker verifies a MAIL address on March 1, 2024, with a locate source and the date of the address in the locate source is June 1, 2022, then June 1, 2022, would be the verification date. If there is a MAIL address, then the address is considered valid no matter the age of the verification date. For a participant to move into locate status in the statewide child support system, all addresses must be listed as either OLD, OTHR, or OLDC.

RELATED INFORMATION

1. Chapter 17: Case Closure, Section 5: Unable to Locate Non-Custodial Parent after Six (6) Months when Date of Birth and Social Security Number Are Unknown (CNIN)

²⁵ 45 C.F.R. §303.3(b)(5)

2. Chapter 17: Case Closure, Section 7: Unable to Locate Non-Custodial Parent after One (1) Year when Social Security Number Cannot Be Verified by Automated Sources (CNSS)
3. Chapter 17: Case Closure, Section 9: Unable to Locate Non-Custodial Parent after Two (2) Years Where Sufficient Identifying Information is Known (CULO)
4. Chapter 17: Case Closure, Section 10: Unable to Locate Custodial Party (CUNC)
5. Chapter 18: Confidentiality and Security, Section 4: Disclosure of Confidential Information
6. Chapter 20: Other Child Support Related Topics, Section 6: State Case Registry and Federal Case Registry
7. [OCSS Federal Case Registry Interface Guidance Document](#)

REVISION HISTORY

Version	Date	Description of Revision
Version 1	08/09/2019	Final approved version
Version 1.1	08/17/2020	Revised FCR definition; Updated style guide
Version 2	02/15/2022	Revised due to changes in locate procedures
	08/21/2023	Changed Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS)
Version 2.1	03/25/2024	Added FAQs about updating MAIL address and verification dates