

INDIANA DEPARTMENT OF ADMINISTRATION
DEPARTMENT OF CHILD SERVICES
RFP-22-69462

ANSWERS TO QUESTIONS POSED DURING ORAL PRESENTATION BY LEXISNEXIS
APRIL 11, 2022

1. Mark Carunchia:

The demonstration of David Dingle showed a couple different SSN's related to his name. One SSN shows a current address in Georgia and the other SSN shows a current address in Westfield, IN. Obviously they are 2 different SSN's and related to 2 different addresses, so I was curious how the algorithm derives that from the same person, same date of birth but two different SSN's each showing different addresses in GA and IN.

Answer:

Keep in mind: People are messy. He could be on a property record in one state and on a cell phone record or friends address where he stayed briefly and received mail in another state, or anywhere he had some kind public record. Sometimes a deeper dive is needed. For example, checking the addresses for property assessments or deeds and mortgages, or an advanced person searches on those related to the address. Even if there are overlapping dates or two addresses, or anyone who has been associated with him, Accurint will show the link. Accurint will always give tips and leads based on those records that are out there. The most recent and the one with the most records connecting him to an address will always show on top of the report.

It is possible for an individual to be linked to more than one SSN in public record data. It could be a relative or maybe even a mistake in public record data. His SSN could have even been entered incorrectly on a public record.

2. Mark Carunchia:

This is related to Real Time Phones. I don't have an example, but in the last few internal meetings our teams have had, we are seeing where they would run a person thru Real Time Phones and the return we get is not in any way, shape, or form related to the person being actually run. They would dive into the person, and try to make a link, and there just are none. The phone carriers are maybe using a starting phone contact, and then the person has moved on, and the phone number has been assigned to different individual, we don't know. It has just come up more so recently than in the past.

Answer:

We get data from providers such as AT&T, Verizon, T-Mobile, but we also get public record data through what is called "self-reported" data. For example, if I get my oil changed somewhere and I leave my vehicle give that place my phone number to text me when my vehicle is ready, some companies collect and sell that customer data. You may be seeing connections from that data.

Our education department will work through examples like that with you. Our support is not only “click here and this is what the system will show you.” We will also dig into those results with you. If you are able to contact one of our education consultants and say “Alright, here's a great example: I ran this person here's the results, can you explain to me what is what's showing up here?” We will work with you to find an answer.

On the back end, our product team is looking at our phone data and additional vendors that we can possibly add, because we know how important that phone data is, and we are looking at different providers to bring in better phone results.

3. Mark Carunchia:

In searching for Evan Winegar, there was very little information linking him to a current address. Although we got the same information back as shown in this demo, we were able to locate him at an address in Muncie, IN where he has lived since late 2021.

Answer:

If you do not get any records by just putting in a name, as here, sometimes you may have to play with the data a little bit and come at it from different directions. Maybe you can try to bring him in through a phone search, or Friends and Relatives. We have our product managers behind the scenes that definitely want examples of “hey I know for sure this person is located at this address it didn't show in your system” and we definitely want to investigate that to make our product better. If there is any way that the product is not making those connections that we can tweak on our back end, we definitely will do that, we just need examples.

4. Tracy Taylor:

One of our field agents reported that she ran either a contact card or relatives search, and the name came back with an address and phone number in Michigan. She called the number and the person said is “I don’t know who you are talking about. I have no relatives in Indiana.” So, then I ran it for the agent and that same name appeared. I ran a Person search on the subject and went directly into a contact card and relatives, and the Michigan information was there, which I could not explain. Why would Accurint why it would pull a specific person out of another state that has no contact or information or is not related to that person?

Answer:

Without knowing the exact steps then program this and then click on that and you know in the exact search. We would be happy to look into that for you as to why that could have happened and maybe some other ways to do searches. Without some of those specifics we would really just be taking a stab at it . We define relatives as two individuals that share the same last name and a shared public record. As a personal example, Lori shared a situation where her husband’s ex-wife showed up as her relative, likely because of the shared last name, sometimes receiving junk mail at her house with the ex-wife’s name on it. On paper it might look like she lived there which was not the case. Those connections sometimes on public records can be messy, and there's some interpretation that has to go into that. If you can dig out that example or any others, we will be happy to research it for you.