



# LOCATION

## I. Definition

“Location” means obtaining information concerning the physical whereabouts of the noncustodial parent, the NCP’s employer(s), or other sources of income or assets, which are sufficient and necessary to move the case to the next action.

A case will be considered in “location’ if the next case action cannot be taken because of information about the NCP is unknown. For example, in a paternity case, it is not necessary to verify where if the putative father is employed. All that is necessary in paternity cases is to know where the putative father can be served with the paternity petition.

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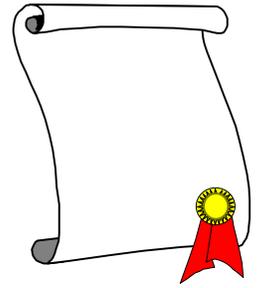
## II. Location Time Frames

Time frames to complete locations are:

- a. Within 20 days of referral, set up case on JOB 148 and access automated leads.
- b. Within 95 calendar days from the date it is determined that location is necessary, the child support worker shall exhaust all location resources including submitting case of SPLS (State Parent Locator Service) and FPLS (Federal Parent Locator Service).
- c. Location shall be attempted quarterly for those case where the NCP has not been located.
- d. Immediately attempt location when new information is received and exhaust all resources within 75 calendar days of receiving new information.

### III. Location Policy

- a. It is very important to obtain every noncustodial parent's social security number because it is the most valuable tool in identifying someone.
- b. Location will be necessary when information regarding the whereabouts of the noncustodial parent is not available.
- c. Location information must be verified.
  1. Verifying information in writing is only necessary when it cannot be obtained by phone. Verifying information over the phone is less time consuming and allows you to obtain information beyond what is asked on a form.
  2. Use the Employment Letter as a guide when calling an noncustodial parent's employer.
  3. Obtain the name of the person you talked to regardless of whether you obtain information or are able to verify employment.
  4. When a Postmaster letter verifies information try to verify the information with a second source such as DMV or DOL. This is to ensure that the mailing address is valid.
  5. When more than one address is verified try to determine which address is correct. If you are not able to exclude one of the addresses, proceed using the address that according to your investigation is used most frequently.



## **IV. Obtaining The Noncustodial Parent's Social Security Number**

The noncustodial parent's social security number is the single most important piece of data needed for location. Without the AP's social security number many automated resources cannot be used and his/her identity cannot be verified.

### **A. Obtain SSN**

#### **1. Department of Motor Vehicles (DMV)**

DMV, JOB 131, allows you to determine whether the noncustodial parent has or had a Nebraska driver's license. Access the information using the noncustodial parent's last name or SSN.



#### **2. Income Eligibility Verification Systems (IEVS)**

IEVS, JOB 169, allows you to access a number of location resources. Most resources need the AP's SSN. Screen 03, Program Registry-SSN/Name Search allows you to access information on an Noncustodial parent listed on JOB 148, applied for or receiving benefits, Food Stamps, AFDC, SSI, Social Security Disability, or unemployment. The registry will list the AP's SSN, you then can search:

- a. Wage and employment information (DOL).
- b. Unemployment compensation records (DOL).
- c. Social Security Administration records (SSA).
- d. State Employer Wage Verification (SEW).
- e. IRS/1099, (if you have ownership of the case).

### 3. Credit Bureau

Credit bureaus are companies that provide information regarding how credit worthy prospective borrowers are. The three basic vendors are:

1. TRW Credit Data
2. Trans Union Information Services TU
3. CBI/EQUIFAX (CBI)

Information obtainable from credit bureaus are:

- \* how much credit has been extended and by whom
- \* terms and conditions of credit that has been extended
- \* certain public record items
- \* collection accounts
- \* derogatory items (foreclosures, repossessions, etc)

By accessing a credit report, you may be able to obtain information that pertains to the consumer's:

- \* current address
- \* former address
- \* employment (current and former)
- \* Social Security Number
- \* name of spouse
- \* present and past creditors
- \* recent inquires made into the consumer's credit file

Each of the three major credit bureaus store basically the same information. The difference is usually the way the information is displayed. Most reports provide national information, but one bureau may have better local information than the others.

You may access the credit bureau machine using the noncustodial parent's last name and an address, even an incorrect address. The address must include a valid zip code.

#### **4. Program 505**

Program 505 allows you to access 5 states' labor and public assistance records on-line using the AP's last name. The States included in the network are: Iowa, Missouri, Kansas (for child support only), Oklahoma (for child support and public assistance), and Nebraska. We within our own State should use JOB 169.

#### **5. The AR**

Call or write the AR. (S)he may have documents that have the SSN or may be in contact with the NCP.

#### **6. The Clerk of the District Court (CDC)**

The CDC can be used to determine whether there is a criminal case against the NCP. The court file will also have the AP's SSN.

#### **7. Employment letter**

Call or send employment letters to previous employers.

#### **8. State Parent Locator Services (SPLS) Quick Locate**

SPLS, Quick Locate are location requests to other States. If you suspect that a noncustodial parent lives out of state, and you have exhausted all leads locally, request location assistance from the State. To request SPLS go to JOB 148, screen 121. Turn around time on these will be according to the state.

### **B. SSN Cannot be Found**

When all resources are checked and the AP's SSN is not found:

1. Refer the case to the Federal Parent Locator Service. Go to JOB 148, screen 122 or call the Washington number.
2. Narrate all activities.

### **C. Recording a Noncustodial Parent's SSN**

When an SSN cannot be verified, it is considered an alternate SSN and should be entered on JOB 148 as an alternate SSN. Once you verify the SSN, remove it from the alternate SSN filed and enter it as the AP's verified number. If you verify two SSN's, enter the primary number as the verified number and the second as the alternate number.

Enter narrative on JOB 148 screen 115 explaining how you obtained the number(s).

### **D. Add/Change SSN**

To add or change an AP's SSN, go to JOB 148 screen 101 or 102. Enter the verified number and press PF3. Enter narrative on JOB 148, screen 115, explaining how it is the wrong number and how the correct number was obtained.

## **V. Location Resources**

### **A. Resources**

1. Resources can provide positive location immediately or simply provide a lead which needs to be verified.
2. Resources are accessed on-line via the computer or manually by phone or letters.
3. Location efforts will continue until all required resources are accessed or the noncustodial parent is located.



### **B. On-Line Resources:**

1. DMV-This allows the user to obtain information using the AP's name or SSN. It will provide information regarding the AP's driver's license history.
2. IEVS (JOB 169)-This allows the user to obtain information using the AP's name on Program Registry SSN/Name Search or the SSN for the rest of the programs listed on JOB 169. Some of the information obtainable are income/wage information from Nebraska Department of Labor, Social Security Administration, and Nebraska Department of Social Services.

3. Public Assistance Records (JOB 042)-Allows the user to obtain information using the AP's name or SSN. JOB 042 allows the user to determine if the noncustodial parent is receiving public assistance in the State of Nebraska.
4. Program 505 or Piex-Allows the user to obtain information using the AP's name or SSN. Piex allows the user access to wage and public assistance information from five States: Kansas, Missouri, Iowa, Oklahoma, and Nebraska (in State use JOB 169). Piex provides leads only. Information must be verified by phone or in writing.
5. Clerk of the District Court-Some CDC's have automated systems. If your court does you may access the court information to obtain the AP's SSN, employment verification, and address information.
6. Credit Bureau-Credit bureau checks allow the worker access to information provided by the NCP when he/she applies for credit. This is also a lead and must be verified by phone or in writing.
7. 1099 (IRS Income Information)-The 1099 gathers information from the Internal Revenue Service's Unearned Income File. This information will be requested once a year for each Noncustodial parent (NCP), on the CSP System, with an open case status and a SSN.

The 1099 screen will show data received from the IRS for the current tax year and the previous tax year (after the program has been in place for two or more years). The 1099 information includes:

- \* Addresses provided by NCP's to financial institutions reporting to the IRS
- \* The institution's address and employer identification number
- \* Wage and salary payments made to the NCP
- \* Asset information reported by financial institutions, including NCP account number, type, and amount of asset.

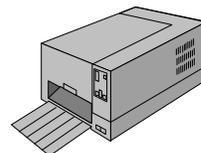
\* Under federal law, IRS information must be kept STRICTLY

**CONFIDENTIAL**

**You MAY NOT DISCLOSE this information**

- \* Screens containing IRS information

**MUST NOT BE PRINTED**



Only the CASE Owner (and Supervisor) can view 1099 information for a particular NCP.

All information must be **INDEPENDENTLY VERIFIED**.

## **C. Automated Location Requests**

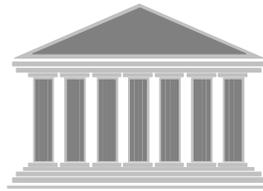
Submit cases for out-of-state location or to FPLS, and

Request location verification standardized letters.

### **1. SPLS and FPLS Requests**

You may request location assistance from the other state or the Federal Parent Locator Service. These should only be made after you have exhausted all leads and still don't have verified location information. Both SPLS and FPLS requests take time and frequently do not provide new leads.

- a. State Parent Locator Service. The SPLS provides location services from states other than the five included in Program 505. When the NCP is believed to live or work in another state, the worker can send a quick locate request from JOB 148, screen 121.



### **FPLS Requests**

- b. Federal Parent Locator Service. FPLS is managed by the Federal Office of Child Support Enforcement for the purpose of providing location information on a nationwide basis to child support agencies. You may refer a case to FPLS using the AP's name only, or his/her name with a date of birth or SSN. FPLS automatically queries:

- \* Social Security Administration (SSA)
- \* Internal Revenue Service (IRS)
- \* Veterans' Administration (VA)
- \* Department of Defense (DOD)
- \* National Personnel Records Center (NPRC)

- \* Selective Service System (SSS)

- \* State Employment Security Agencies (SESA)

To send a request to the FPLS go to JOB 148, screen 122 and enter as much data at the top as you know about the NCP. It takes the FPLS at least three months to complete their search, sometimes longer. The information may be over a year old. This information is a lead and must be verified by phone or mail.

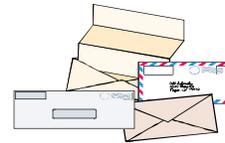


## **2. University of Nebraska Payroll (UNL, UNO, UNK)**

Verifies any University employee. The system will match any individual who is employed with the University. If a match is made this will show up on your lead screen (123) and NCP screen (102).

## **3. Nebraska Employment Information System (NEIS)**

Verifies any State employee. the system will match any individual employed with the State of Nebraska. If a match is made this will show up on the lead screen (123) and the NCP screen (102).



## **4. To Request Location Standardized letter**

To send a location verification standardized letter, go to JOB 148, screen 121. You may request:

- \* postmaster Letters

- \* Employment Letters.

- \* Military Letters-The U.S. Military Worldwide Locate Service is used to locate individuals in any branch of military service. Before you request the letter you have to obtain the address of the branch of service where the letter is going.

- \* Institutional Letters-This letter can be used to obtain information from prisons and other institutions.

- \* Police Letters-You may send a letter to a local police precinct to obtain information. However, it may be better to call first. You find out more information than if you simply write.

\* Sheriff Letters-You may send a letter to a local sheriff's office to obtain information. However, it may be better to call first.



## **D. Manual Resources:**

Manual resources refer to location efforts which cannot be accessed through the automated system.

1. Applicant/Recipient (AR)-The AR is the best source of information. Whenever possible obtain information over the telephone instead of writing or scheduling an appointment.
2. Friends/relatives-Friends and relatives may be called. However, information you have cannot be released because of confidentiality regulations.
3. City Directory-It lists people in alpha order and includes address, phone numbers, and places of employment. It also indicates home ownership.
4. Public Libraries-Public libraries may be contacted for their own city directory as well as other cities.
5. Railroad-To verify whether a noncustodial parent is working for or receiving a pension from a Railroad contact the Railroad.
6. Registered Agent-A registered agent represents the company in the state of Nebraska that could be the AP's employer. To verify whether the out-of-state employer does business in the State of Nebraska, call the Secretary of State at 471-4079.
7. Utilities-To determine whether the NCP has utilities billed in his/her name, call the local utility companies.