

**DCSS Policy & Procedure Unit**  
**Policy Update**  
**PPU: 23-04-001**  
**Date: April 18, 2023**

**SUBJECT:** Family and Domestic Violence/Non-Disclosure Indicator (NDI)  
Override Process of the Federal Parent Locator Service (FPLS) Update

Please contact the Policy Unit if you have any questions regarding these or any other changes at

[DCSSPolicyQuestions@azdes.gov](mailto:DCSSPolicyQuestions@azdes.gov)

The Policy Unit is pleased to announce the Family and Domestic Violence/Non-Disclosure Indicator (NDI) procedure has been revised. The revised procedure incorporates changes to the NDI override process of the Federal Parent Locator Service (FPLS).

The following updates are effective immediately.

Request for an NDI override to the FPLS may now be submitted via fax, 202-478-0051, or by sending a secure message on the Communication Center application and include both:

- The court's request for locate information
- A cover letter on agency letterhead

If you are unable to send the request via fax or the Communication Center, you may use a special delivery mechanism directed to the following updated address, requesting a receipt signature:

Office of Child Support Enforcement  
Attn: Manager, NDNH Team  
Federal Parent Locator Service  
330 C Street, SW 5<sup>th</sup> Floor  
Washington, D.C. 20201

Questions or concerns about actual override requests should be directed to:

[FPLSLocateTeam@acf.hhs.gov](mailto:FPLSLocateTeam@acf.hhs.gov).

Link to the updated procedure: Family and Domestic Violence/Non-Disclosure Indicator (NDI)  
File path: Policy & Procedures>Global>Global Procedure>Family and Domestic Violence/Non-Disclosure Indicator (NDI) Procedure

Link to the new cover letter on agency letterhead: Requesting Family Violence Indicator  
Override

File path: Appendices>Document Matrix>DCSS Internal Forms and Checklists>Family  
Safety>Requesting Family Violence Indicator Override