



# **F.Y.I.**

**from the Policy Unit**

**FYI-205**

**Date: December 28, 2018**

**SUBJECT: International Locate Requests**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov) or call 602-771-8127.

All locate requests from Hague Convention countries should come from their Central Authorities only. It is difficult to verify the locate request is for child support purposes and raises concerns about protecting private and confidential information when these requests do not come through a Central Authority.

When a locate request is received, verify the request came from the Central Authority by reviewing the Country Profile of that country on the Hague website [here](#) for the names and details of the Central Authority. In some instances, a Central Authority has designated this responsibility to another entity. If the designation is not clear, please contact Policy at [DCSSPolicyQuestions@azdes.gov](mailto:DCSSPolicyQuestions@azdes.gov) for clarification. If Policy is unable to determine the designation, they will elevate it to the Office of Child Support Enforcement (OCSE).

Locate requests received from a foreign reciprocating country (FCR) must also originate from their Central Authority. Check the Intergovernmental Referral Guide (IRG) located on the State Services Portal to confirm the name and details of the Central Authority.

If a request is received from a Central Authority (either a Hague Convention country or an FRC) because they are unsure of an individual's location in the United States, please direct the Central Authority to contact the OCSE. The OCSE will utilize the Federal Parent Locator Service to locate the individual and notify the country of the individual's state of residence.

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.  
\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.*

