

This document is intended as a reference for DCSS personnel in providing an overview of the available resources which should be used to meet requirements for locate attempts

Locate Reference (Resource) Guide


DCSS Desk Aid

DES/Division of Child Support Services



Effective Date	10/01/2015
Revision Date	04/02/2018

Table of Contents

Section	Title	Page
1	Overview	1
2	Purpose	1
3	Scope	1
4	State of Arizona Database Searches	2
4.a.	Family Assistance Administration/AZTECS/IVA	2
4.b.	Arizona Guide System/BG01	3
4.c.	ATLAS II: State and National New Hire Reporting	4
4.d.	ATLAS II: Locate Summary By Person	5
4.e.	Hospital Paternity Program (HPP)	6
4.f.	Motor Vehicle Dept./Motor Vehicle Registration	7
5	Dept. of Corrections/Federal Bureau of Prisons	8
6	Accurint®/CLEAR®	8
7	Website Links / Investigative Tools	9
8	Additional Resource Tools Available	10
 Addendum 1	Custodial Parent Locate Checklist 2-18	11
Addendum 2	Noncustodial Parent Locate Checklist 2-18	11



Effective Date	10/01/2015
Revision Date	04/02/2018

1. Overview

Established in 1975 as Title IV-D of the Social Security Act, the Child Support Services program is a federal/state/local program that collects child support from parents who are legally obligated to pay. Research has shown that noncustodial parents who are involved financially in their child's life by paying their child support are also more likely to be involved in other aspects of their child's life, such as school or extra-curricular activities. When a parent does not pay child support, it places their child at risk of not having their basic needs met.

The Division of Child Support Services (DCSS) is required to locate an absent parent in a child support case. The DCSS may attempt to locate any member of a case(s), including the absent parent, custodial parents (CP), noncustodial parents (NCP), obligated parties, caretakers, as well as sources of income and/or assets and medical insurance providers for all DCSS cases, except those cases for which paternity is not yet established.

Local, state and federal information is used to find where the noncustodial parent (NCP) or other member(s) of a case lives or works. DCSS may use the following sources to locate individuals: Federal Case Registry; Federal Quarterly Wages; U.S. Postal Service; Social Security Administration; National Directory of New Hires; State Directory of New Hires; Arizona Department of Revenue; Arizona Department of Transportation, Motor Vehicle Division; Arizona Department of Corrections; parole and probation offices; state licensing boards; DES Family Assistance Administration; DES Job Service; unemployment insurance records; employers; military records; schools; alumni associations; credit reporting agencies; utility records; property ownership records; telephone directories; clients; landlords; relatives and friends.

2. Purpose

The purpose of this document is to establish a resource guide for all DCSS personnel to perform their due diligence in attempting to locate member(s) of a DCSS case, per Arizona Revised Statutes and Federal Regulations. This document will:

- Make all staff aware of the resources that meet the required locate attempts to meet due diligence efforts in compliance with federal regulations and state statutes.
- Provide an overview of the available resources and the screens that provide pertinent information for locate.
- Establish standardization for locate attempts.

3. Scope

This document applies to all DCSS personnel who perform the locate function. In addition, all DCSS personnel will adhere to the State of Arizona Government Information Technology Agency (GITA) Statewide Policy P505 regarding proper usage behavior for social networking applications for the State of Arizona.



Effective Date	10/01/2015
Revision Date	04/02/2018

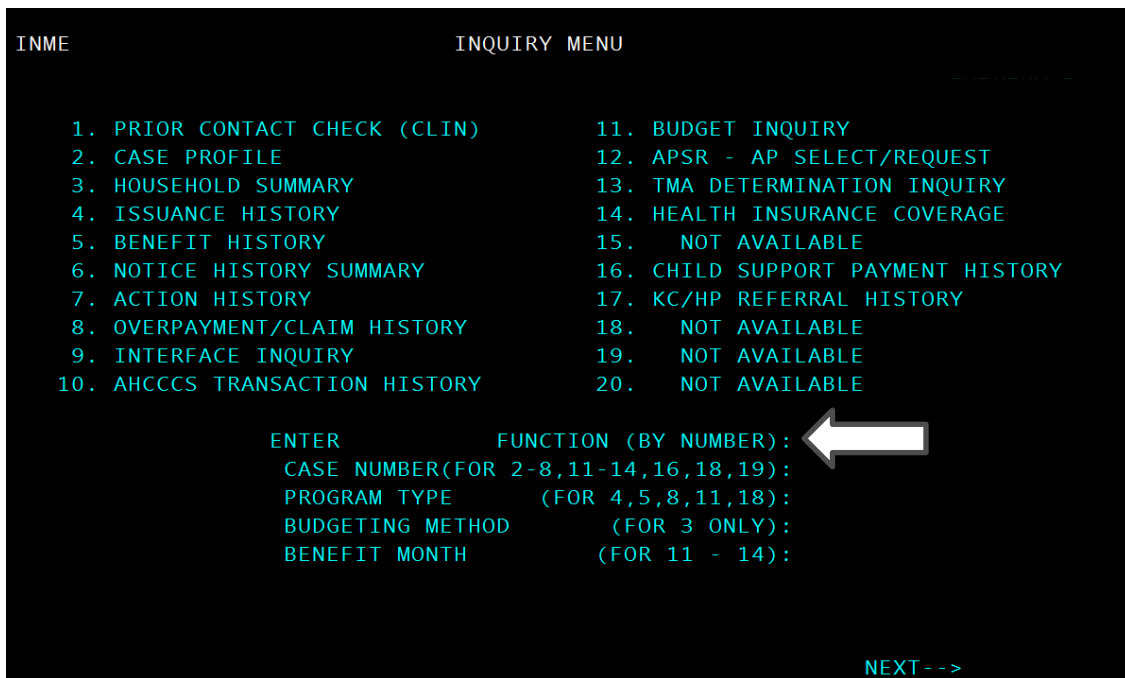
4. State of Arizona Database Searches

a. **Family Assistance Administration/AZTECS/IVA**

From the Inquiry Menu select one of the following functions:

- 02/ CAP1&2 – Case Profile
- 03/HOSU - Household summary information
- F8 – Case documentation

**Review FAA OnBase documents for additional information that may not be listed in AZTECS.



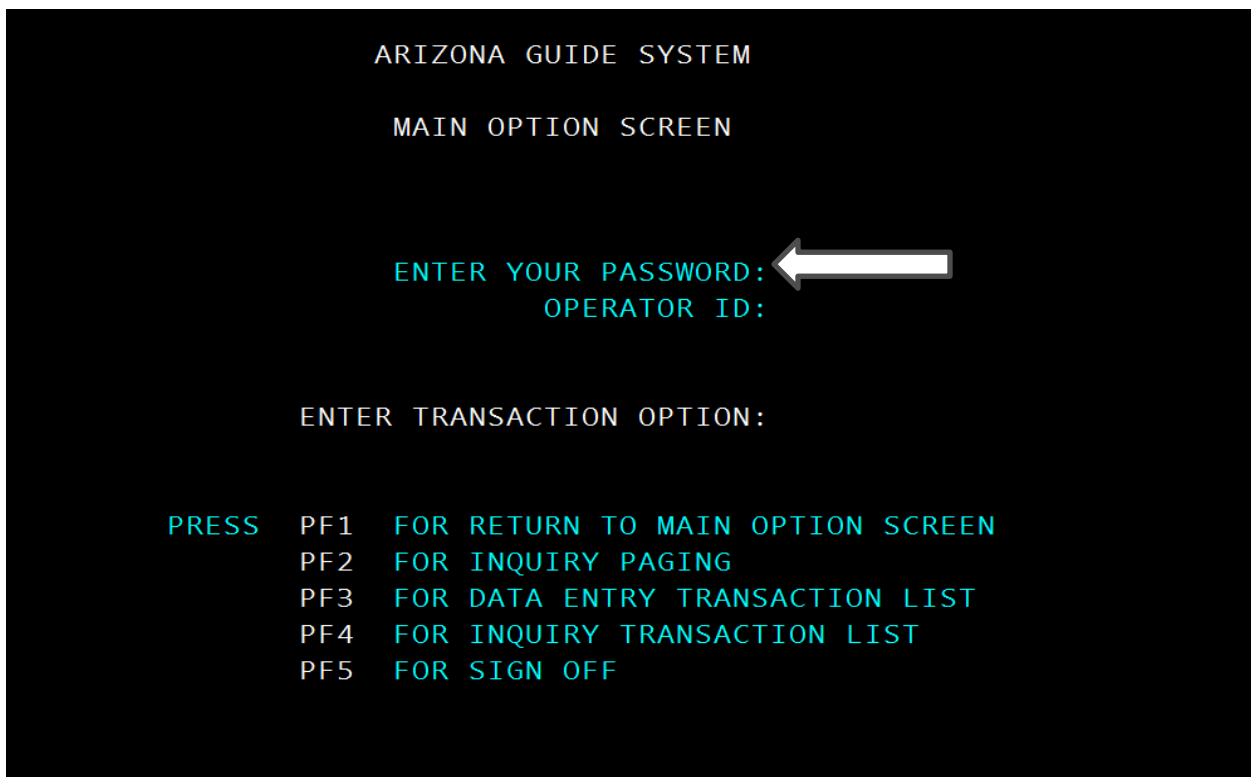


Effective Date	10/01/2015
Revision Date	04/02/2018

b. Arizona Guide System/BG01

Transaction Options listed below:

- W6-SSN Search for work history
- 01 & 07-Unemployment history
- 02-Pending or Resolved Issues
- 04-Employer Information
- 12-Unemployment profile
- 25-Address
- 58-Work address
- 55-Search by name





Effective Date	10/01/2015
Revision Date	04/02/2018

d. ATLAS II: Locate Summary By Person

CLSP (LOEL/LOML/LODL combined)

- Search using party's HL CI number

```

V4FLGW01          **** ATLAS II: ARIZONA IV-D PROGRAM ****          DB2G NGW
Feb 27,14          LOCATE SUMMARY BY PERSON                          1:37 PM
HL CI:            Name:
SSN:  -  -        DOB:  /  /  Sex:          # of Cases This Person:
*****
Actn   Resp Src   Date Recd   Updated   Loc Src   Screen   Rwd
          *** End of Data ***

Person: 000000000 Resp Src: ____ Recd: _____
Direct Command: _____ ( CLSP )
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---

```





Effective Date	10/01/2015
Revision Date	04/02/2018

e. Hospital Paternity Program (HPP)

Main Menu Selections

- 1- HPP Paternity List...search by
 - Form ID
 - Father's SSN
 - Mother's SSN

- 4- HPP Child's DOB Search...search by
 - Child's name: first and last
 - Child's DOB

```

V4FHAA01 ***** Division of Child Support Enforcement *****          USOQ N3X
Feb 27,18                               - HPP MAIN MENU -                               1:35 PM

Code           Description           Code           Description
-----
HPVL HPP Cover Sheet List
HPVD HPP Cover Sheet Detail
HPPL HPP Person List
HPCL HPP Case List
HPXR HPP Cross-reference
HPHL HPP Hospital List
HPSL HPP Source List
HPOL HPP OVR List
HPPD HPP Person Detail
HPCD HPP Case Detail
HPAD HPP Acknowledgment Detail
HPOD HPP OVR Detail

Direct Command: _____ ( HPMM )
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      Help  Retrn Quit          Prev                               Main
  
```

```

V4FHAG01 ***** Division of Child Support Enforcement *****          USOQ N3X
Feb 27,18                               HPP PERSON LIST                               1:36 PM

Id Person   Last Name   First Name   SSN         DOB         Role
*****
- A00561217  ARANDA     ASHLEY      12/13/2000  C
- C00176364  AUSTIN     MARQUIS    12/30/2006  C
- C00195939  AVILA OCHOA  JOSE       05/10/2006  C
- C00210018  BALINDO    ERICK      09/21/2006  C
- A00007444  BARONE     KATHERINE  04/25/1997  C
- C00206044  BEGAY     ILANDRIC   10/08/2006  C
- C00195953  BOLGER     KIRA       05/06/2005  C
- C00188656  BRIDGENS  ANDREA     08/17/2005  C
- A00093732  CASTILLO  SHANNA    02/13/1996  C
- A00458156  COOK      MADISON    09/13/2002  C
- A00423060  CORTEZ    ABRAHAM    07/02/2001  C
- E00067624  CRESPO    MADISON    05/31/2009  C

Role       : _
SSN        : _ _ _ _ _
Last Name  : _____ First Name : _____
DOB Begin  : _____ DOB End   : _____

Direct Command: _____ ( HPPL )
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      Help  Retrn Quit          Prev                               Bkwrd Frwrd                               Main
  
```

Effective Date	10/01/2015
Revision Date	04/02/2018

f. Motor Vehicle Dept./Motor Vehicle Registration

MVD main menu - qdsee

- Search by:
 - Name with DOB (full or partial name)
 - Driver license number or SSN (Customer number)

```

TRANSACTION          BY
TRAN  qdsee          MDIN HHMM
NAME
DOB
CUSTOMER NUMBER
CUSTOMER TYPE
LAST NAME MATCH      'N' FOR NO
PRIOR LICENSE SEARCH 'Y' FOR YES
RESIDENCE ADDRESS
CITY                  ST      ZIP      CNTY  CTRY

TT  > NUM 0 3,30 C
  
```

Once the customer's MVD information is pulled up, in order to check for vehicle title and registration/MVR

- Place "qv" in the segment wanted field and press enter. The Customer TNR Vehicle Selection screen will appear.

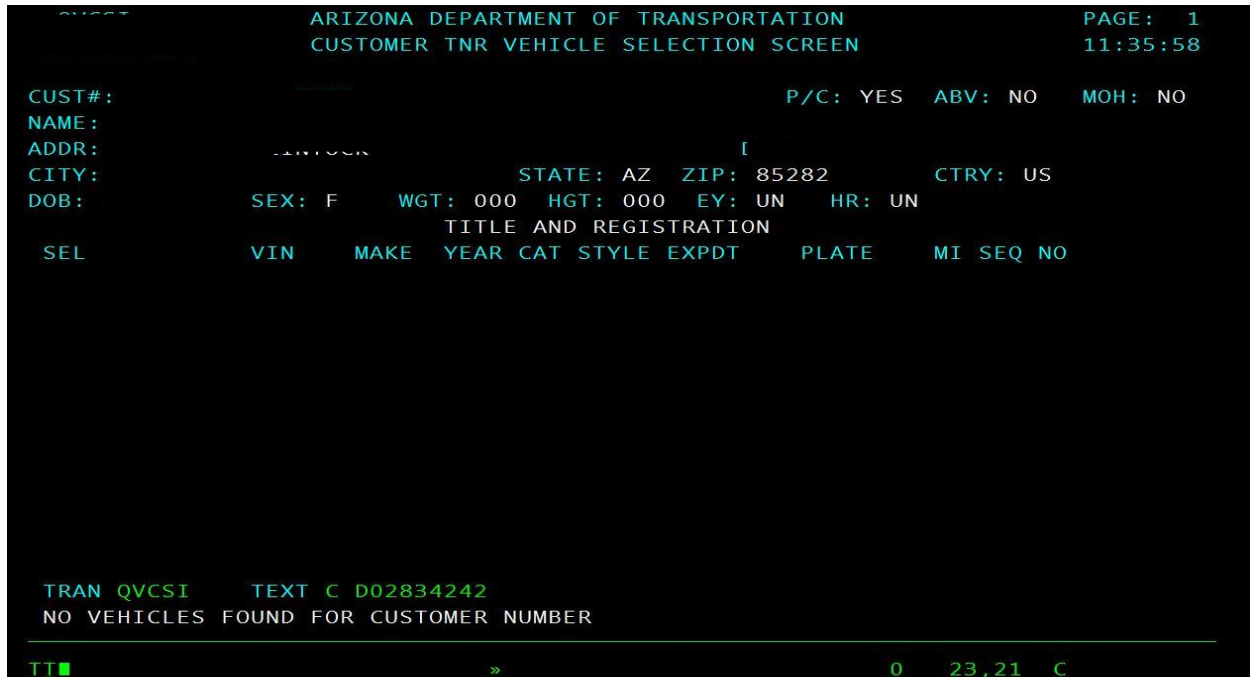
```

SEGS PRESENT:
NAME          CRD
CUSTOMER NUMBER  CLS  TPE  RFD  EXP DATE 00000000  NL: 01
RESIDENCE ADDRESS  DOC DT 05152003 CD N
CITY TEMPE        ST AZ  ZIP 85282  CNTY 07  CTRY US
SEX WGT HGT EY HR RESTR  MEDALT SELF-CERT ENDORSE  D.O.B.  ISSUE DT ISSUEID
F 000 000 UN UN N      04181971 00000000
CURR SOC SEC  VET  CHANGE DT FILM REF RECEIPT#  USERID  OFFICE  UPDT DT
000000000    N      05152003 00000000
STCODES: 81
ENTER SEGMENT WANTED OR 'NO': qv AND DEPRESS ENTER KEY  PF1 FOR IMAGE
LIC-CLS  TYP  END  LIMTD  SELF-CERT  PER-CLS  TYP  END
IMSP 07795807 APPLICATION
TT  > 0 22,35 C
  
```



Effective Date	10/01/2015
Revision Date	04/02/2018

Example of the Customer TNR Vehicle Selection screen (customer information redacted)



*For additional information see MVD manual and handout attached below.

[Full MVD Manual](#)

[MVD Handout](#)

5. Dept. of Corrections/Federal Bureau of Prisons

- The majority of states provide DOC information online. However, not all states make available to the public the same amount of information.
- Federal Bureau of Prisons/BOP: <http://www.bop.gov/inmateloc/>

6. Accurint®/CLEAR®

- These companies provide information that is derived from billions of current public records. They provide information to help locate people, assets, businesses, affiliations and aid in verifying identities.
- Searches can be done by using any information available, such as name or SSN – even with partial information.
- Accurint/ACC: <http://www.accurint.com/>
- Clear/CLR: https://clear.thomsonreuters.com/clear_home/government.htm



Effective Date	10/01/2015
Revision Date	04/02/2018

7. Website Links

- **Arizona Corporation Commission**

Use this website to look up any type of business in Arizona, such as corporations, LLC's, etc. Below is a direct link to the search engine for the corporation commission.

<http://ecorp.azcc.gov/Search>

- **AZ Department of Health Services – Public Health Licensing Services**

Use this website to look up licensing for all facilities in the state, including Behavioral Health Services Providers.

<http://azdhs.gov/licensing/index.php>

- **Arizona Medical Board**

Use this website to search for a Medical Doctor (MD), Osteopathic Physician (DO) or Physician Assistant (PA). There are 3 ways to search: by name, by License number or by specialty.

<https://www.azmd.gov/DoctorSearch/DoctorSearch/doctor-search>

- **Arizona State Board of Nursing**

Use this website to verify if a person has a license / certification or to verify a printed license (AP, RN, LPN and CAN)

<https://www.azbn.gov/services/license-verification>

- **Arizona Supreme Court Case Information**

Use this link to get to the Clerk of the Arizona Supreme Court, to find information on a list of cases currently before the state's highest court and other information regarding the Supreme Court.

<https://www.azcourts.gov/clerkofcourt>

Use this website for public access to court case information.

<https://apps.supremecourt.az.gov/publicaccess/>

- **Maricopa County Clerk of the Superior Court - Superior Court Minute Entries**

Use this website to find minute entries regarding cases. It can be searched by case number, defendant ID or name, judicial officer name, or dates.

<http://www.courtminutes.maricopa.gov/>

- **Maricopa County Assessor's Office - Residential ownership search**

Use this website to search the Assessor's Office for parcels, addresses, owner names, subdivisions, etc.

<http://mcassessor.maricopa.gov/>



Effective Date	10/01/2015
Revision Date	04/02/2018

- **Search for People/Businesses**
Yellow Pages - Verizon Super Pages.com - <http://www.superpages.com/>
Four11 Directory Services - <http://www.411.com>
InfoSpace- The Ultimate Directory - <http://www.infospace.com>
United States Zip Codes - Zip Code Lookup <http://www.unitedstateszipcodes.org>
- **Requesting Non Certified Arizona Death Certificates**
[CSOA Correspondence: Requesting NonCertified Arizona Death Certificates](#)

8. Additional Resource Tools Available

- ATLAS
- N4D/COC
- CP/NCP
- Family and friends
- County Assessor

Maricopa: <http://mcassessor.maricopa.gov/>

Apache: <http://www.co.apache.az.us/Departments/Assessor/Assessor.htm>

Cochise: http://cochise.az.gov/cochise_assessor.aspx?id=186

Coconino: <http://www.coconino.az.gov/index.aspx?nid=119>

Gila: <http://www.gilacountyaz.gov/government/assessor/>

Graham: <http://www.graham.az.gov/county-assessor-2/>

Greenlee: <http://www.co.greenlee.az.us/assessor/>

La Paz: <http://www.co.la-paz.az.us/Assessor.html>

Mohave: <http://www.mohavecounty.us/ContentPage.aspx>

Pima: <http://www.asr.co.pima.az.us/>

Pinal: <http://pinalcountyaz.gov/assessor/Pages/home.aspx>

Yavapai: <http://www.yavapai.us/assessor/>

Yuma: <http://assessor.yumacountyaz.gov/assessor/web/>

- State Service Portal/SSP
- Employment verifications
- ICE: <https://locator.ice.gov/odls/homePage.do>
- Court records: <http://apps.supremecourt.az.gov/publicaccess/>
- Professional licenses
- IDOC



Effective Date	10/01/2015
Revision Date	04/02/2018

Addendum 1: Custodial Parent Locate Checklist 2-18



Custodial Parent Locate
Checklist 2-18

Addendum 2: Noncustodial Parent Locate Checklist 2-18



Noncustodial
Parent Locate
Checklist 2-18