



IN FULL #8

Locate

PAID In Full is a compilation of early intervention, order establishment, locate, enforcement, and arrears management practices that support PAID along with implementation criteria that facilitate successful outcomes. The questions under each practice are intended to assist States in looking for methods to optimize their processes.

This tool can be used by State staff, and also by Central and Regional Office Staff, to provide technical assistance to States.

Federal Parent Locator Services (FPLS) Locate Sources

The FPLS provides States with a wealth of information, both proactively and upon request from the Federal Case Registry (FCR) and the National Directory of New Hires (NDNH). The FPLS also provides matches from the Social Security Administration (SSA), Department of Defense (DOD), Veterans Administration (VA), Federal Bureau of Investigation (FBI), National Security Agency (NSA), and Internal Revenue Service (IRS). In its entirety, the FPLS provides States with information on newly-employed, long-term employed, unemployed, self-employed, military, disabled, retired, incarcerated and deceased case participants.

Organizational Considerations

Ongoing Training

- Does your State have policies and procedures in place to take advantage of the training and technical assistance offered by the FPLS Technical Support team?
- Does your State have a training program that includes best use of FPLS data?
 - Does your State use FPLS training materials available from OCSE?
- Does your State participate in nationwide FPLS Release calls held by OCSE that address software changes and enhancements to the FPLS?
 - Does your State encourage its programmers as well as program staff to participate in FPLS-related calls with OCSE to prevent misunderstandings in implementing FPLS changes?
- Does your staff have access to FPLS documentation maintained on the FPLS website?



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- Has your State requested a technical support visit from OCSE to review FPLS enhancements and discuss how to best implement/use them?
- Has your State requested a plan to optimize use of FPLS data and recommendations on how to prioritize improvements?
- Do you contact your FPLS technical support liaison when you want more information about how to best use FPLS data?
<http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm>

Process Considerations

Case Management

- Has your State incorporated the FPLS into its case management processes?
- Has your State assessed the characteristics of your noncustodial parent (NCP) population to determine potential areas where the FPLS could be of value? For example, does your State have:
 - A large military presence?
 - An aging population nearing or in retirement?
 - Growing unemployment?
- Have you reviewed your criteria for requesting locate information from the FPLS to see if they should be revised?
- Do you have processes in place to take advantage of locate information on custodial parties (CPs) to help with undistributed collections?
- Does your State have a process in place to prioritize matches from the different FPLS locate sources to ensure that the most recent information is used first? For example, new hire (W-4) information should be acted on before annual wage records (AWR) from the SSA external locate.
- Does your State have a process in place to update FPLS locate information into your State system, or are responses referred to the caseworker?
- If your State does not have the resources to automate updates from the FPLS, are you setting up processes to take advantage of the various FPLS print programs? This would allow you to use the information manually until you have the resources to automate.



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- Have you considered new or enhanced data sources offered by the FPLS that will potentially increase your State collections?
For example, does your State system send income withholding orders (IWO) automatically to the District Office address provided for persons receiving Social Security Disability Insurance (SSDI) or Title II benefits?
- If you can only generate locate requests for NCPs who are missing an address, have you considered choosing proactive matching with SSA's Title II?
This process would allow you to gather benefit information for all NCPs as well as CPs and children when you add the person record to the FCR. Gathering information on all parties helps establish and maintain equitable orders, as well as ensure that children receive benefits when allowable.
- Have you opted for the Title II Pending File proactive matches so that whenever a person files for benefits, you can send an IWO to SSA?
SSA will apply your IWO to any retroactive lump sum and ongoing payments. This process helps ensure that child support is obtained on all benefits allowed.
- Have you opted to take advantage of the FPLS filtering redundant responses to control traffic between your State and the FPLS?
Responses that do not contain changes from the previous response you received would be filtered.
- Have you opted to take advantage of the FPLS filtering negative responses so your State system is not burdened with unnecessary data traffic?
You can choose to only receive responses if information is available that pertains to your NCP.
- Does your State have data quality issues with matches from your own State Workforce Agency (SWA) or State Directory of New Hires?
- Has your State considered taking advantage of the option to receive its own NDNH information (new hires, quarterly wage, and unemployment insurance) from the FPLS?
A considerable number of improvements have been put in place over the years to improve the quality of the data stored in the NDNH (for example, scrubbed addresses and the correction of 'flip-flopped' first and last names).
- Does your State have a process to submit a locate request for a year's worth of quarterly wage (QW) data from the NDNH to assist with order establishment and modification?
 - Is your State aware that DOD will not respond to wage requests for the previous year for a military person because the NDNH can provide that data?
- Has your State revised its processes to not send a verification of employment for cases in enforcement status when income information is received from the FPLS?



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- Does your State take advantage of not having to set up a two-state process to garnish unemployment benefits for SWAs that process out-of-state requests? Presently, there are 15 SWAs that could process an IWO received directly from your State: Georgia, Indiana, Louisiana, Massachusetts, Michigan, Minnesota, New York, North Dakota, Ohio, Pennsylvania, Puerto Rico, Rhode Island, Tennessee, Virgin Islands, and Wisconsin.
- Is your State setting up processes to use the new service provided by the FPLS to verify addresses?
The United States Postal Service has a National Change of Address (NCOA) database that maintains address change information. An NCOA match should significantly decrease the amount of returned mail, which will result in a savings for the State as well as assist in service of process and disbursing payments.
 - If your State participates in the match, are you considering using the NCOA for address standardization purposes in order to receive the postal rate discount?

Automation Considerations

Long-Term Employed

- Is your State system programmed to optimize use of the FPLS beyond just using W-4 information on the newly-employed?
- Do you know how to use the FPLS to determine if someone is in long-term employment?
The NDNH contains information on the long-term employed through QW records reported by employers, including the Federal agencies.
 - Does your system automatically send an IWO for QW matches in addition to W-4 matches?
 - Does your system use the second address for IWO that employers may provide on QW and W-4 records?
Not all private employers provide a second address specifically for sending the IWO. All Federal agencies provide an address specifically for income withholding.
The following URL is available for checking every agency's address:
http://www.acf.hhs.gov/programs/cse/newhire/contacts/iw_fedcontacts.pdf
 - Does your State system alert the caseworkers or does your system automatically review ordered amounts when you receive new QW data that differs significantly from previously received data?
Using the new FPLS indicators can alert you to changes in wage amounts



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from the prior quarter. This helps ensure that orders are set reasonably and avoid increasing delinquencies.

Military and Other Agencies

- Do you know how to use the FPLS to determine if someone is in the military or Coast Guard?
NDNH data is a source of information for persons currently in the military and Coast Guard, including active duty and reservists.
- Is your State system automatically sending all IWOs to the Defense Financial and Accounting Service (DFAS) in Cleveland, Ohio?
- Is your State suppressing the National Medical Support Notice (NMSN) from being generated with an IWO to DOD?
The FPLS started an automated quarterly match with the Defense Manpower Data Center (DMDC) in 2005. Neither DFAS nor DMDC processes the NMSN for active duty or retired military. If your system is sending NMSNs for the military, you are wasting paper, postage and processing resources.
- Is your State system programmed to pick up on increases in pay on the QW records for a reservist when he or she is activated?
The FEIN for the military branch of service also may change upon activation. Since the military does not send a new hire record for activated reservists, the only alerts are changes in the QW records.
- Is your State system programmed to request additional information from DOD if an NDNH W-4 or QW indicates military employment?
DOD can provide additional information for active duty and reservists, including pay grade/rank and a unit address for service of process. If applicable, an APO/FPO indicator is provided to help you interpret the address provided by DOD.
- Do you know how to request information on employees of the FBI and NSA?
The FBI and NSA are not required to report employment data to the NDNH. However, your State may submit a locate request to the FPLS to determine whether your NCP is employed by the FBI or NSA. Unless the information is considered a matter of security, these agencies will respond to locate requests.

Non-Covered Employment

- Do you know how to use the FPLS to request wage information on people who work in fields of employment not covered by State unemployment insurance laws (i.e., non-covered employment)?
- Are you sending requests for annual wage information when you do not receive any matches from the NDNH to identify whether your NCPs are in non-covered employment?
SSA maintains annual wage records submitted by employers. This includes



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people who work in the fields of employment that are not covered by State unemployment insurance laws and, therefore, not reported on QW records.

Self-Employed, Unemployed, Disabled

- Do you know how to use the FPLS to determine if someone is self-employed?
 - One of the most important features of the AWR information provided by SSA is that it contains records for the self-employed. This may be your only method to finding income for your self-employed NCPs. Is your State taking advantage of this information? A self-employed indicator is provided on the responses from SSA that would allow your system to key in on this data.
- Do you know how to use the FPLS to determine if someone is unemployed?
- As the economy shifts and more persons are becoming unemployed, is your State system programmed to use FPLS information on unemployed NCPs?
- Does your State system automatically update that unemployment benefits have been applied for, even if not currently being paid, since benefits may be paid at a later date when weekly benefits are claimed or an appeal overturns a denial?
 - Is the claimant address updated in the State system?
 - Are caseworkers alerted for potential follow-up?
- Do you know how to use the FPLS to determine if someone is receiving disability benefits?
- If an NCP is not identified as employed, unemployed or self-employed by the FPLS, does your system or caseworker generate locate requests to check whether the NCP is disabled?

SSA's State Verification and Exchange System (SVES) provides information on persons receiving Social Security Disability Insurance (SSDI or Title II) disability benefits.

 - Does your State system automatically generate an IWO to SSA, even when the claim is suspended or denied?

SSA has reported that appeals may result in payments, including a retroactive lump sum.
 - SVES provides Supplemental Security Income (SSI or Title XVI) matches. Is your State system programmed to use this data to trigger a review or alert the caseworker to examine whether other sources of income exist, since SSI is not garnishable?
 - If no other sources of income are available, are caseworkers alerted to examine other options, including possible order adjustment?



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Insurance Match

- Do you know how to use the FPLS to determine if someone may be receiving an insurance settlement or workers compensation?
- To identify whether delinquent NCPs may have an insurance settlement forthcoming or are receiving workers' compensation, are they being included in the Insurance Match provided by the FPLS?
 - Are you including delinquent NCPs in the Insurance Match when submitting your Tax Offset File?
 - Is your State system programmed to receive this information through the FCR, or are you choosing to receive matches by telephone calls or faxes from the FPLS?

As more and more insurance companies join the Insurance Match program, the volumes may dictate automation to ensure that the information is handled effectively and liens are put in place before payouts are made.

Retired

- Do you know how to use the FPLS to determine if someone is retired?
- Does your State system automatically generate locate requests for NCPs age 62 or older to determine if they have retired?

In addition to disability benefits, SSA provides information on persons receiving Title II retirement benefits.

 - Is your State system programmed to automatically send a locate request to SSA if you stop receiving QW records for persons who have shown long-term employment and may now be retired?
 - Self-employed individuals may claim Title II retirement benefits, which may be garnished. Locate requests to SSA for persons of retirement age may provide you with information on someone who was formerly self-employed and whom you previously were not able to find.
- Do you know how to use the FPLS to obtain information on retired military and Coast Guard?
 - Is your State system programmed to use the indicator on NDNH QW records that identify retired military and Coast Guard?

The QW record contains an indicator ('P') specifically to identify these retirees.
 - Is your State system programmed to generate locate requests to DOD to obtain additional information for retired military and Coast Guard?

The annual pension amount is provided and a home address for service of process.



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- Are you aware that DOD locate requests also provide information on Federal Civil Service retirees?
 - Does your State system generate a locate request to DOD when you no longer receive QW records for someone as a Federal employee who is now at retirement age?
 - Is your State system programmed to send IWOs to the Office of Personnel Management when information is gained on someone receiving Civil Service pensions?
Pension amounts provided by DOD for Civil Service retirees can be used for guidelines. A home address is provided for service of process.
- Are you aware that the FBI and NSA will provide information on persons retired from their agencies upon receipt of a locate request?
IWOs should be sent to the addresses provided for these agencies.

Veterans

- Do you know how to use the FPLS to determine if someone is a veteran?
 - Does your system generate locate requests to the VA?
The VA provides address and information for persons receiving compensation, pension, or educational benefits from the VA. Pensions for retired veterans may be garnished.
 - Is your State system programmed to alert the caseworker if you receive information through the VA locate request that a veteran is a reservist?
If so, QW records should be available either in your State system or through an NDNH locate request. An IWO against reservist pay can be sent to the DFAS Garnishment Center.

Prisoner Data

- Do you know how to use the FPLS to determine if someone is incarcerated?
 - SSA provides prisoner information from approximately 6,500 Federal, State and local correctional institutions through SVES response records. Is your State system programmed to take advantage of this information?
 - Are caseworkers alerted to contact information at the correctional facility so they may follow up on release dates or prisoner accounts that may be garnished?
 - The VA provides an indicator that a veteran is incarcerated on the VA external locate response record. Does your State system update the NCP record or alert the caseworker when you receive this indicator for an incarcerated veteran?



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IRS Data

- Do you know how to use the FPLS to obtain NCP address information from the IRS?
The IRS record provides an address for the matched taxpayer along with the year the tax return was filed.
 - Is your State system requesting address data from the IRS when other sources have not produced a lead?
 - Does your State system store the address provided by IRS, or does your system generate a postmaster letter to verify the address?

Death Information

- Do you know how to use the FPLS to obtain information on deceased persons?
 - On a monthly basis, the FCR conducts a match against updates to SSA's Death Master File. These updates are provided by funeral homes and other sources to SSA. A proactive match is sent to your State with the reported Date of Death, zip code of the deceased's last known residence, and the zip code of the address to which any lump sum payment was sent. Date of Death information is provided for NCPs, CPs and children.
- Does your State system alert the caseworker that a Date of Death has been received from the FPLS so that the next possible steps for the case may be investigated?
- Given that funeral homes and other sources sometimes make mistakes in reporting death information to SSA, are caseworkers alerted to verify the date of death using the Social Security Death Index?
<http://ssdi.rootsweb.ancestry.com/>
- Does your State system annotate the information and alert caseworkers after a set period of time to accommodate any corrections to the Date of Death information?
 - In addition to the monthly updates on the deceased, SSA provides verified death information for persons receiving Title II and Title XVI benefits on the SVES response records.
 - The VA, FBI and NSA provide verified death information on the records provided in response to State locate requests.



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Additional Resources

Federal Case Registry Interface Guidance Document

http://www.acf.hhs.gov/programs/cse/newhire/library/fcr/igd/fcr_igd.htm

Federal Case Registry Technical Assistance Guide, Section 7

http://www.acf.hhs.gov/programs/cse/newhire/library/fcr/tag/tag_s7.pdf

State Technical Support Liaisons

<http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm>

FPLS Release Management Library

<http://www.acf.hhs.gov/programs/cse/newhire/library/relmgnt/relmgnt.htm>

FPLS Web cast – Making the Most of the FPLS

<http://videocast.nih.gov/sla/acf/>

DCL 08-23 PAID in Full Practices Guide (#6 SSA Benefits and Prisoner Data)

<http://www.acf.hhs.gov/programs/cse/pol/DCL/2008/dcl-08-23.htm>

DCL 07-34 PAID in Full Practices Guide (#1 Income Withholding)

<http://www.acf.hhs.gov/programs/cse/pol/DCL/2007/dcl-07-34.htm>

Federal Agency Income Withholding Addresses

http://www.acf.hhs.gov/programs/cse/newhire/contacts/iw_fedcontacts.pdf

Federal Agency National Medical Support Notice Addresses

http://www.acf.hhs.gov/programs/cse/newhire/contacts/ms_fedcontacts.pdf

Working with the Military as an Employer – A Quick Guide

<http://www.acf.hhs.gov/programs/cse/newhire/employer/publication/publication.htm>

DOD Pay Tables

<http://www.dfas.mil/militarypay/militarypaytables.html>

Social Security Death Index

<http://ssdi.rootsweb.ancestry.com/>



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Best Practices

<http://www.acf.hhs.gov/programs/cse/pol/IM/2002/im-02-08a.htm>

http://faq.acf.dhhs.gov/programs/cse/pubs/2002/best_practices/wa_automating_quarterly_wage_withholding.html