

Child Support Portal Application Navigation Guide for Child Welfare

ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Child Support Enforcement
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1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal, initially called the State Services Portal, a secure Internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other services.

Access to the Portal provides child welfare staff with a resource for locating parents or relatives of children for termination of rights, placement, or respite care, and for tracking children who transition out of foster care.

This navigation guide contains instructions for using the Locate and Federal Case Registry (FCR) Query applications. The Locate application allows you to request certain information about parents and relatives of a child involved in a child welfare case, and for children who transition out of foster care as part of the National Youth in Transition Database survey. The FCR Query application allows you to view person and case information for child support cases registered on the FCR.

The FCR is a national database that includes all states' child support cases reported by State Case Registries (SCRs). It assists states in locating parties to establish, modify, or enforce child support obligations, establish paternity, enforce state law regarding parental kidnapping, and establish or enforce child custody or visitation determinations. The information stored on the FCR for a person (such as participant type, Social Security number (SSN), SSN verification status, family violence indicator (FVI), or date of birth) determines the type of information that can be released from each FPLS locate source.

The information that can be shared with a child welfare agency varies based on the person's relationship to the child in a child welfare case. For a custodial party (CP), noncustodial parent (NCP), putative father (PF), or youth in transition (YT), a child welfare agency may receive the following information:

1. Person Name
2. Person Address
3. SSN
4. Employer Name
5. Employer Address
6. Federal Employer Identification Number (FEIN)
7. Wages, income, and benefits of employment, including healthcare coverage
8. Type, status, location, and amount of any assets or debts owed by or to any such individual

A child welfare agency may receive only the first six elements to locate a relative of a child in a child welfare case.

1.1 How the Applications Assist with Case Management

The Locate application allows you to request locate information for a person on a case-by-case basis from the following sources:

- National Directory of New Hires (NDNH)
- Department of Defense (DoD)
- Federal Bureau of Investigation (FBI)
- Social Security Administration (SSA)
- Department of Veterans Affairs (DVA)

The FCR Query application allows you to view person and case information for cases registered on the FCR using a person's SSN.

1.2 Why You Might Not Be Able to Request Information

You cannot send a Locate request or view information using FCR Query for the following reasons:

- **The participant does not have a verified SSN on the FCR.** The FCR only processes requests for persons with SSNs verified through the SSA.
- **An FVI protects the participant.** States set FVIs to protect the locations of victims. FVIs prohibit the FCR from releasing information.

1.3 Where You Can Learn More

[Child Support Glossary](#)

[The Role of the Family Violence Indicator - Safely Pursuing Child Support](#)

[Federal Case Registry \(FCR\)](#), a national database containing information on child support case participants

[National Directory of New Hires \(NDNH\)](#), a central repository of employment, unemployment insurance, and wage data

[Intergovernmental Reference Guide \(IRG\)](#), an application that offers access to resource information for the child support community as well as the public

1.4 General Tips for Using the Portal

Follow these general tips for using the Portal:

- For easy access, save the site to your web browser's 'Favorites' or as an icon on your desktop.
- **Frequently Asked Questions (FAQs)** appear in the upper right-hand corner of each page and may help answer your questions.
- If you have questions not found in the FAQs, use the **Contact Us** link found at the bottom of most portal pages.
- Wherever the  symbol appears beside a field, you may hover over it to see additional information about that field.
- Click **Home** to return to the welcome page to access another application.
- The **Messages** section appears on the Portal's welcome page and the welcome page of each application. This section displays general information that may be useful to users.
- Fields marked with a red asterisk (*) are required fields.

1.5 Using This Guide

You will find the following messages throughout the navigation guide. The corresponding icons indicate whether the information is a note or warning.

Notes



Notes contain important information and additional hints to improve your results.

Warnings



You must carefully follow warnings to avoid undesirable results.

2 Entering the Portal

The Welcome to the Portal page (Figure 2-1) is the first page you will see when you enter the Portal. It is important that you carefully read and understand the security and confidentiality message displayed. Once you read and agree to the terms of the message, click **Agree** to proceed.

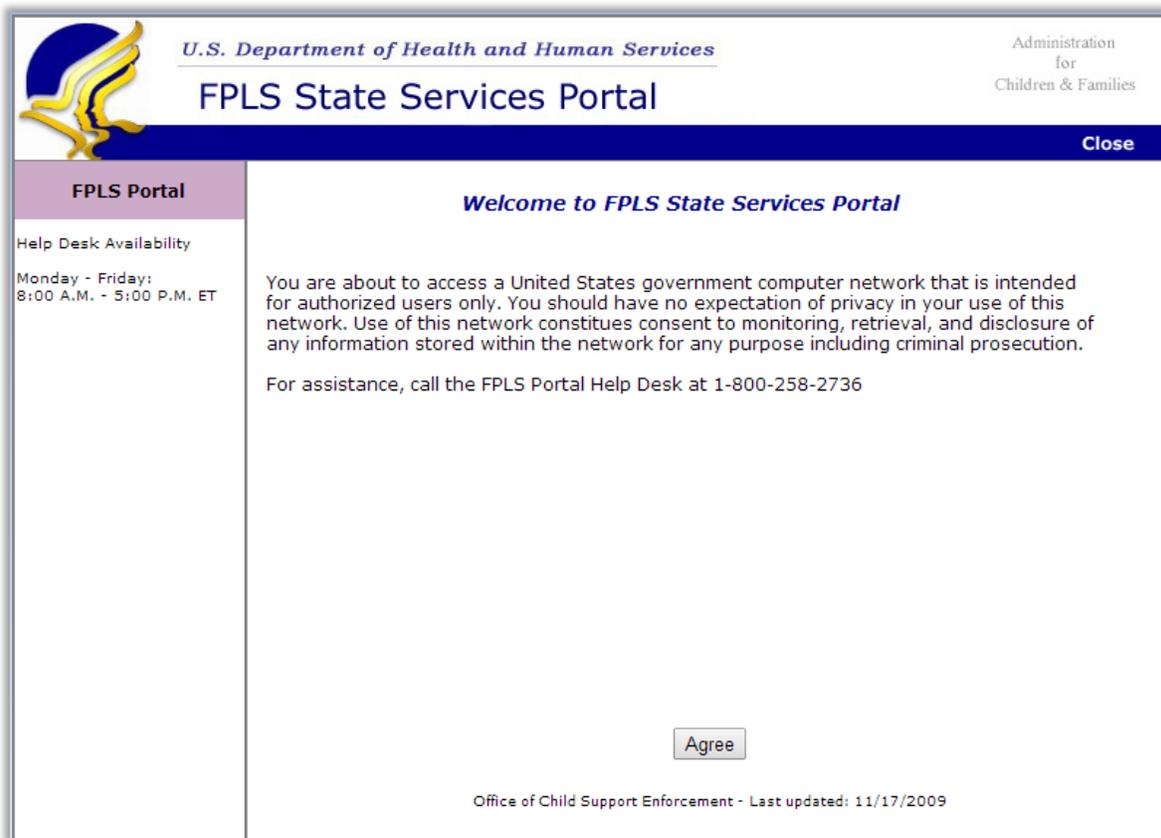


Figure 2-1: Welcome to the Portal – Security and Confidentiality Acknowledgement

3 Locate

The Locate application allows you to request information for parents or relatives of a child in a child welfare case for the purpose of placement, adoption, or termination of parental rights, and for children who transition out of foster care as part of the National Youth in Transition Database survey. You may access the application by selecting **Locate** from the FPLS Portal main menu (Figure 3-1).

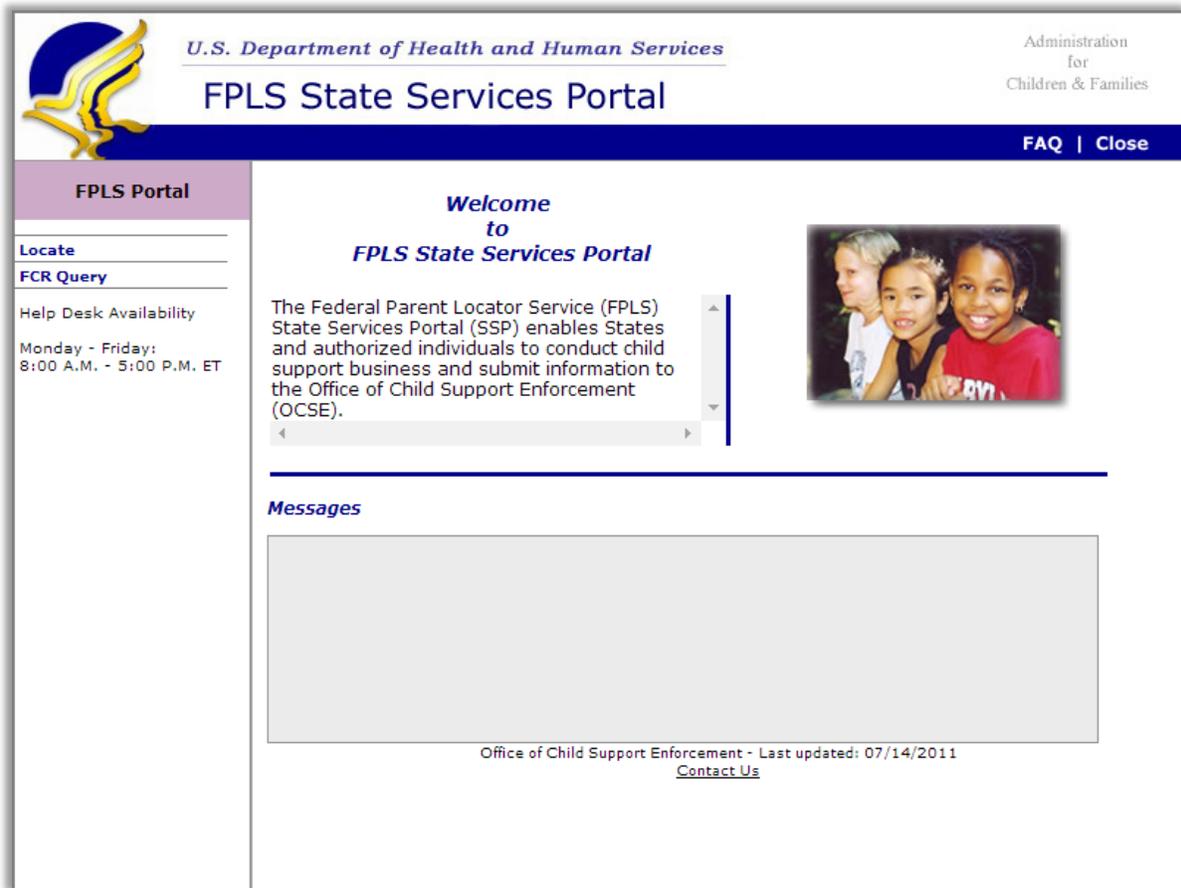


Figure 3-1: Welcome to the Portal – Main Menu

The Welcome to Locate page (Figure 3-2) gives you access to the Locate application. As a child welfare user, you have the option to select **Other Request** (non-child support) or **Response**. To request locate information, select **Other Request** from the Locate menu.

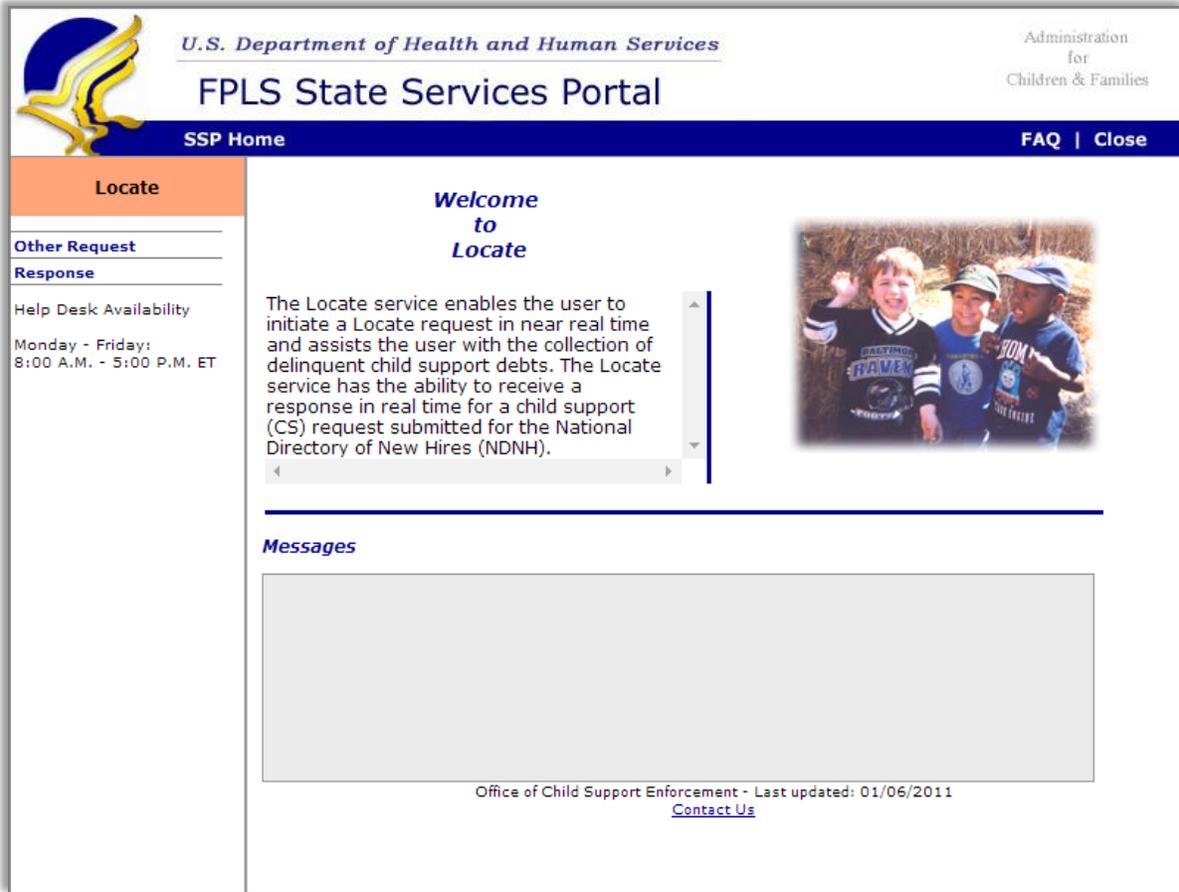


Figure 3-2: Welcome to Locate

3.1 Other Request

From the Other Request page (Figure 3-3), enter the person's SSN if available, or select the checkbox **SSN Not Available**, and click **GO**.

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header includes 'Home' and 'FAQ | Close'. A left sidebar contains a 'Locate' button and a list of 'Other Request Response' items. The main content area is titled 'Other Request' and includes a green message: 'SSN or selection of SSN Not Available is required'. Below this is a 'Person Search' section with the text 'Locate Request Type: Adoption or Foster Care'. It contains an input field for 'SSN' with the value '999XX9999', a checkbox for 'SSN Not Available', and an orange 'GO' button. A 'Clear' button is located at the bottom of the search area. At the very bottom, it says 'Office of Child Support Enforcement - Last updated: 01/06/2011' with a 'Contact Us' link.

Figure 3-3: Other Request

The following table lists possible error messages and recommended actions.

Table 3-1: Request Error Messages

Message	Action
SSN must be 9 numbers, '0' thru '9' and no dashes	You must enter the SSN using all numbers, with no dashes or spaces.
Enter either an SSN or click SSN Not Available	You must enter a valid nine-digit SSN or select the checkbox to indicate 'SSN Not Available'.
Disclosure prohibited; person associated to family violence	You entered an SSN for a person who has an FVI set on the FCR. FVIs prohibit the disclosure of information to protect victims of family violence from harm.

3.1.1 Other Person Search

From the Other Person Search page (Figure 3-4), you will be required to enter additional information under Advanced Search Criteria. If you indicated that an SSN is not available, the system will attempt to use the information provided to find an SSN for the person you submitted.

U.S. Department of Health and Human Services
Administration for Children & Families
FPLS State Services Portal
Home FAQ | Close

Locate

Other Person Search
* Indicates required field

Person Search Criteria

SSN: 999-XX-9999 Locate Request Type: Adoption or Foster Care

Advanced Search Criteria

* Last Name: Jones
* First Name: William
Middle Name: J.
* Date of Birth: 02 / 20 / 1965
(mm/dd/yyyy)
Gender: -Select-
* Participant Type: -Select-
* Locate Source Type: DoD/OPM DVA FBI NDNH SSA ALL
FIPS County Code:
User Text: 878996655
Submitter's Email Address: john.doe@state.gov

Submit New Request Clear
Office of Child Support Enforcement - Last updated: 01/07/2011
[Contact Us](#)

Figure 3-4: Other Person Search



SSA requires a date of birth for Locate requests. You must enter a date of birth if selecting 'SSA' or 'ALL' as the locate source type.

The available search criteria include:

- Last Name (required)
- First Name (required)
- Middle Name
- Date of Birth (required for Locate Source Type 'SSA' and 'SSN Not Available' requests)
- Gender (required for 'SSN Not Available' requests)
- Participant Type (required)
 - Custodial party
 - Non-custodial parent
 - Putative father
 - Other/Relative
 - Youth in Transition
- Locate Source Type (required)
- FIPS County Code
- User Text
- Submitter's Email Address

The Federal Information Processing Standard (FIPS) County Code may not be necessary for processing Locate responses for child welfare requests in your state. Please check your state requirements and enter the three-digit FIPS County Code if required.

You may enter up to 15 characters in the field labeled User Text. User Text will only be included on the response report and may be helpful in associating your response to a specific request.

If you would like to receive an email when a response is available, enter your email address in the field labeled Submitter's Email Address.

If you entered erroneous information in the User Text, Submitter's Email Address, or other fields, this is your opportunity to delete the information. If you wish to clear all the information on this page, you can click **Clear**. You can then enter the correct information.

If you entered an incorrect SSN and need to initiate a new search on the correct participant, click **New Request**. This returns you to the Other Request page.

When you have completed the necessary fields, click **Submit**. This takes you to the next page, Request Submission Confirmation, which allows you to confirm the information you are requesting.

The following table lists possible error messages and recommended actions.

Table 3-2: Advanced Search Criteria Error Messages

Message	Action
Locate Source Type is required	Select at least one of the available Locate Source Types or 'All' to submit a locate request.
Last Name is required	You must enter the Last Name to submit this type of locate request.
First Name is required	You must enter the First Name to submit this type of locate request.
FIPS County Code must be 3 numbers, '0' through '9' no spaces	Enter the FIPS County Code using numbers '0' through '9' only. Do not use letters, special characters, or spaces.
Email address format must be username@company.com	Enter your email address in the correct format.
Last Name must be letters A to Z and special characters - . '	Enter Last Name using only letters and the special characters hyphen (-), period (.), and apostrophe (').
First Name must be letters A to Z and special characters - . '	Enter First Name using only letters and the special characters hyphen (-), period (.), and apostrophe (').
Middle Name must be letters A to Z and special characters - . '	Enter Middle Name using only letters and the special characters hyphen (-), period (.), and apostrophe (').
Date of Birth required for the selected Locate Source Type	Enter a date of birth if selecting Locate Source Type 'SSA'.

Message	Action
Date of Birth is required for a request without an SSN	Enter a date of birth if you selected 'SSN Not Available'.
Gender is required for a request without an SSN	Select a gender type if you selected 'SSN Not Available'.

3.1.2 Request Submission Confirmation

When you successfully complete your Locate request, you will receive a Request Submission Confirmation (Figure 3-5). The confirmation page includes:

- SSN (if entered)
- Locate Source
- User Text (if entered)
- Submitter’s Email Address (if entered)
- Transaction ID



Figure 3-5: Request Submission Confirmation

You will have the option to select **Update Request** to make changes to the submitted request or **New Request** to return to the Other Person Search page to initiate a new request.

If you provided an email address, you will receive an email notifying you that responses are available. The email will include the following information for each available response:

- Request Date
- Transaction ID
- Case ID (blank for child welfare requests)
- Locate Source Type
- Last Response ('Y' if the last response from a request, 'N' if additional responses are pending)

Following is a sample layout of the Locate response email.

Subject: FPLS Locate Response

Please access the State Services Portal for response(s) received for requests submitted.

<i>Request Date</i>	<i>Transaction ID</i>	<i>Case ID</i>	<i>Locate Source Type</i>	<i>Last Response</i>
<i>12/07/14</i>	<i>54776512</i>	<i>001876691</i>	<i>Title XVI</i>	<i>Y</i>
<i>12/07/14</i>	<i>54786698</i>	<i>002231487</i>	<i>NDNH-QW</i>	<i>N</i>
<i>12/09/14</i>	<i>55113459</i>	<i>001054766</i>	<i>FBI</i>	<i>Y</i>



Providing an email address ensures you receive an email notification that includes the assigned Transaction ID, the most reliable way to retrieve the specific responses associated with your request.

3.2 Viewing Responses

To view the status of a previously submitted Locate request, select **Response** from the Locate menu. The Response Search page (Figure 3-6) allows you to view all available responses or restrict your search using specific Search Criteria.

The available Search Criteria include:

- Response Viewed Status
 - Viewed, which lets you review all of the responses you already viewed or selected to view
 - Not Viewed, which lets you review all of the responses you have not yet selected to view
- SSN
- Request Start Date
- Request End Date
- Response Start Date
- Response End Date
- Last Name
- First Name
- Transaction ID
- Case ID
- User ID

When you have completed the desired fields for your response search, click **GO** to proceed to the Response Status page.



If you select a response to view, the 'Response Viewed Status' will change from 'Not Viewed' to 'Viewed' even if you do not complete reviewing the response. If you want to see a response you did not finish reviewing, you must select 'Viewed' or let the system default to all.

Figure 3-6: Response Search



The User ID field will only be displayed to staff responsible for viewing responses for multiple users.



If the search criteria or combination of search criteria does not match the exact data you entered in the original request, you will receive a message indicating 'data not found'.

The following table lists possible error messages and recommended actions.

Table 3-3: Response Search Error Messages

Message	Action
SSN must be 9 numbers, '0' thru '9' and no dashes	You must enter the SSN using all numbers, with no dashes or spaces. The SSN must contain nine digits.
Start Date format must be mm/dd/yyyy, no slashes	Use the calendar icon or manually enter the Start Date in the correct format: two-digit month, two-digit day, and four-digit year (mmddyyyy), with no slashes. Use a leading zero, if needed, for the month and day.
End Date format must be mm/dd/yyyy, no slashes	Use the calendar icon or manually enter the End Date in the correct format: two-digit month, two-digit day, and four-digit year (mmddyyyy), no slashes. Use a leading zero, if needed, for the month and day.
Start Date cannot be greater than End Date	Use the calendar icon or manually enter an earlier date for Start Date than the date entered for End Date.
End Date cannot be less than the Start Date	Use the calendar icon or manually enter a later date for End Date than the date entered for Start Date.
Last Name must be letters A to Z and special characters - . '	Enter Last Name using only letters and the special characters hyphen (-), period (.), and apostrophe (').
First Name must be letters A to Z and special characters - . '	Enter First Name using only letters and the special characters hyphen (-), period (.), and apostrophe (').

3.2.1 Response Selection

The Response Selection page (Figure 3-7) displays responses that meet the search criteria you specified on the Response Search page. If you did not specify any selection criteria, the page displays all available responses by default.

You may filter responses using the selection criteria on the Response Search page. For example, to see only responses you have not yet viewed, select 'Not Viewed' from the selection criteria.

Once you select a response to view and advance to the next page, the status automatically changes from 'not viewed' to 'viewed.' If you do not complete your review of that response and want to return to it later, you will need to select 'viewed' responses or let the system default to all.

Each response displays the following information:

- SSN (if available)
- Name
- Locate Source (if available)
- Request Date
- Response Date (if available)
- Status



You can sort responses by any of the displayed data elements by clicking the up or down arrow that appears next to each column heading.



U.S. Department of Health and Human Services

Administration for Children & Families

FPLS State Services Portal

Home FAQ | Close

Locate

Other Request

Response

Response Selection

The responses below are only available for 30 days after the date the response is received.

Search Criteria

SSN: _____ Locate Source Type: All

Request Date Range: _____

Last Name: _____ First Name: _____

User ID: _____

Source Match Data

	SSN ▲▼	Name ▲▼	Locate Source ▲▼	Request Date ▲▼	Response Date ▲▼	Status ▲▼
<input checked="" type="checkbox"/>	999-XX-9999	Jones, William J	FBI	06/15/2011	06/19/2011	Received
<input type="checkbox"/>	999-XX-9999	Jones, William J	DVA	06/15/2011	06/20/2011	Received
<input type="checkbox"/>		Davis, Thomas		06/22/2011	06/29/2011	Unable to identify SSN
<input type="checkbox"/>	000-XX-0000	Smith, James		06/02/2011		Request Rejected

Office of Child Support Enforcement - Last updated: 06/07/2011
[Contact Us](#)

Figure 3-7: Response Selection



If the results exceed one page, you will see Next and Previous buttons. The Next button displays more results. The Previous button returns you to the previous page.

The following table contains a description for each message displayed in the Status column.

Table 3-4: Response Status Messages

Status	Description
Request Sent	Your locate request has been submitted for processing.
Request Accepted	The locate request you submitted has been accepted.
Request Received	The portal has received and is processing your request.
Request Rejected	<p>Your request was rejected based on one of the reasons listed below. Hover the cursor over the status field to display the error code that applies to your request:</p> <p>LE001 – Information cannot be disclosed because person is associated with an FVI.</p> <p>LE002 – SSN submitted is unverified.</p> <p>LE008 – SVES is unavailable due to a missing/invalid DOB. (SVES is an SSA database.)</p> <p>TE100 – You selected ‘SSN Not Available’ when submitting your request and an SSN could not be found using the person information you provided.</p>
Received	A response report for the specified Locate Source Type is available for viewing.
Data not found	No locate information was found for the specified Locate Source Type.

Responses with a status of **Received** will have an active selection checkbox available beside the entry. To view a received Locate response, select the desired checkbox and click **View**.



Locate information is generally not updated more than once each month. Multiple queries within the same month will likely yield the same results.

The following table lists possible error messages and recommended actions.

Table 3-5: Response Selection Error Messages

Message	Action
Response selection is required	Select one of the available responses to view the response.
Select only one response	Select a single checkbox next to the desired response you would like to view.

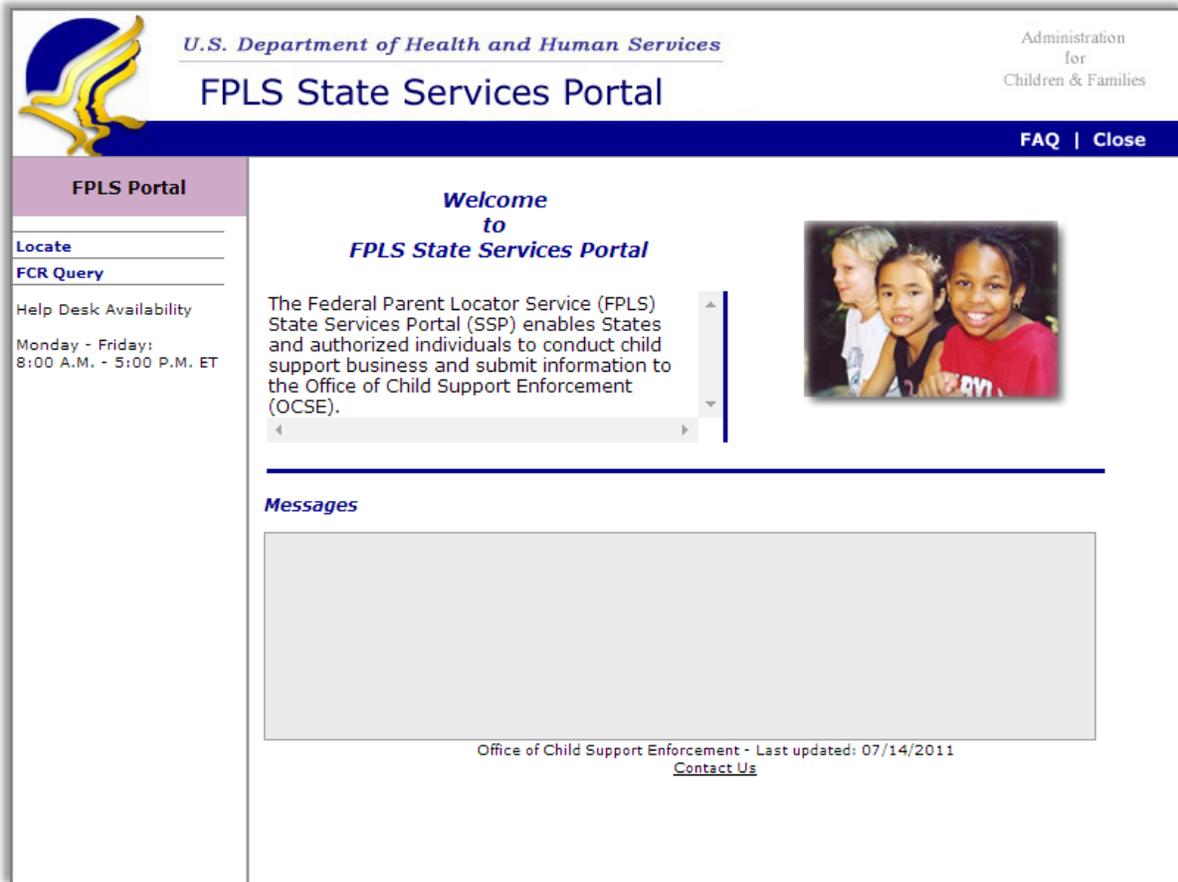
Responses are available for 30 days from response date. Each response with a status of **Received** is available as a report in PDF, which you may view, print, or save as needed. The appendix provides examples of Locate responses.



Additional information about the types of information provided through a Portal locate request can be obtained using the helpful links listed under ‘Where You Can Learn More’ found in the introduction to this guide.

4 FCR Query

The FCR Query application enables you to search the FCR by a person's SSN and provides information on child support cases associated with that SSN. You may access the application by selecting **FCR Query** from the FPLS Portal main menu (Figure 4-1).



The screenshot displays the FPLS State Services Portal main menu. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS State Services Portal". A navigation bar contains "FAQ | Close". A left sidebar titled "FPLS Portal" lists "Locate", "FCR Query", and "Help Desk Availability" (Monday - Friday: 8:00 A.M. - 5:00 P.M. ET). The main content area features a "Welcome to FPLS State Services Portal" message, a description of the service, a photo of three children, and a "Messages" section. The footer includes "Office of Child Support Enforcement - Last updated: 07/14/2011" and a "Contact Us" link.

Figure 4-1: Welcome to the Portal – Main Menu

The Welcome to FCR Query page gives you access to the FCR Query application on the Portal. To search for information on the FCR, select **Query by SSN** from the FCR Query menu (Figure 4-2).

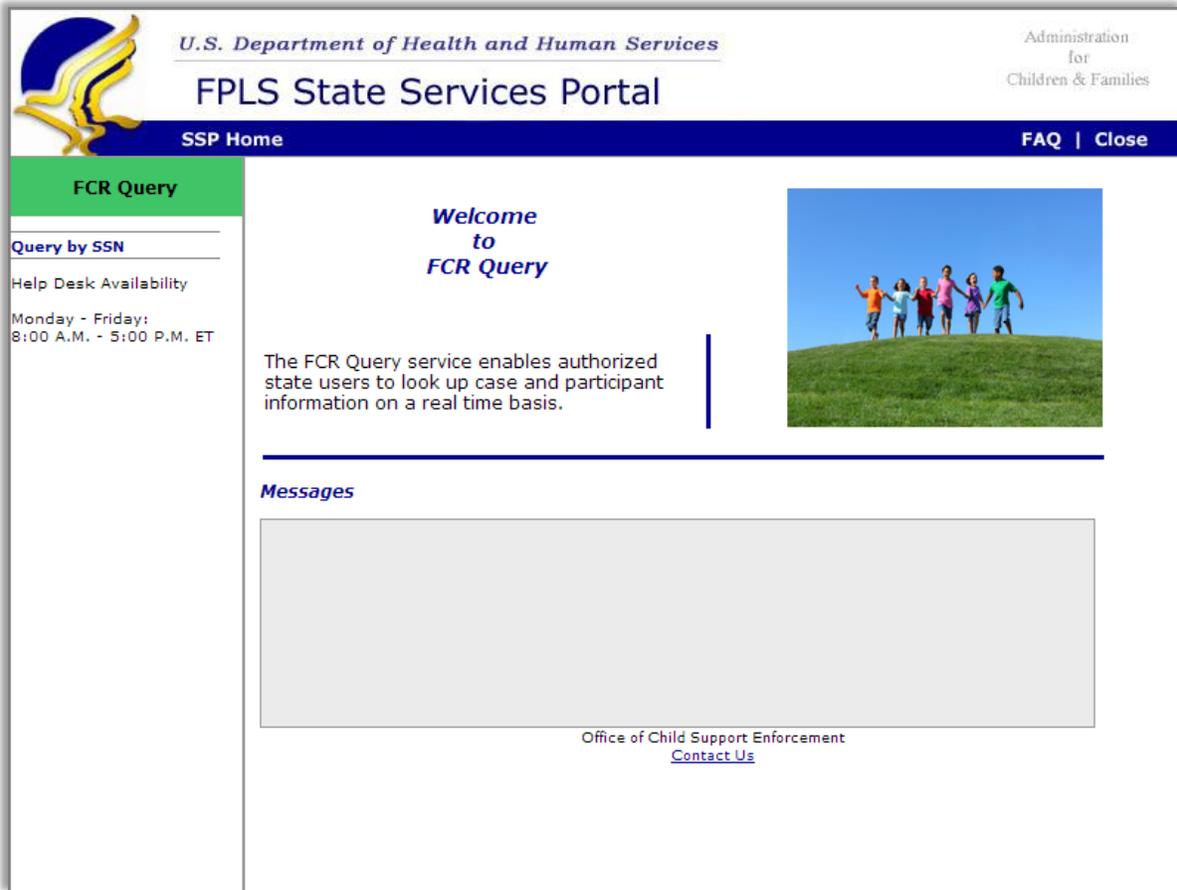


Figure 4-2: Welcome to FCR Query

4.1 Query by SSN

From the Query by SSN page (Figure 4-3) enter a participant's SSN. For information to be returned, the SSN must be for a participant in an open child support case that has been reported by a state to the FCR.

The screenshot shows the 'FPLS State Services Portal' interface. At the top left is the U.S. Department of Health and Human Services logo. The page title is 'FPLS State Services Portal'. On the right, it says 'Administration for Children & Families'. A navigation bar contains 'Home', 'Print | FAQ | Close'. A green sidebar on the left has 'FCR Query' and 'Query by SSN'. The main content area is titled 'Query by SSN' with a red asterisk and 'Indicates required field'. Below this is the 'SSN Query' section with a text input field containing '567XX9999' and a green 'GO' button. At the bottom, there is a 'Clear' button and the text 'Office of Child Support Enforcement Contact Us'.

Figure 4-3: Query by SSN

The following table lists possible error messages and recommended actions.

Table 4-1: Query by SSN Error Messages

Message	Action
SSN is required	You must enter an SSN in the required field.
SSN is invalid format	You must enter an SSN using all numbers, with no dashes or spaces.
SSN is invalid	You must enter a valid nine-digit SSN. Entering all zeroes, sixes, and nines is not acceptable.
Disclosure prohibited: person associated with family violence	An FVI is set on the FCR for the SSN you entered and disclosure of information is prohibited. If you query by case ID or another case participant’s SSN, you may be able to view information on other participants on the case.
SSN is not found	You entered an SSN that does not exist on a child support case on the FCR.

4.1.1 Case Results by SSN

If the SSN you entered matches a case on the FCR, the Case Results by SSN page (Figure 4-4) will display case information. This page allows you to query additional information on a case using a case ID obtained from the FCR.

U.S. Department of Health and Human Services
Administration for Children & Families
FPLS State Services Portal

Home Print | FAQ | Close

FCR Query

Query by SSN

Case Results by SSN

Participant Information

SSN: 567-XX-9999

Case Results

View	Case ID	State	Participant Name	Date of Birth	Case Type	Verify Type
<input type="checkbox"/>	002252134	MD	Jones, William J	02/20/1965	IV-D	V
<input type="checkbox"/>	N966000313	TX	Jones, William	02/20/1965	IV-D	V
<input type="checkbox"/>	0003224507	VA	Jones, Will J	02/20/1965	Non-IV-D	V

[Query Case ID](#)
Office of Child Support Enforcement
[Contact Us](#)

Figure 4-4: Case Results by SSN

The Case Results table displays cases registered on the FCR in each state associated with the SSN entered. The SSN entered in the example is associated with three cases in three states. The following data is displayed for each case:

- Case ID – a unique identifier assigned by each state
- State
- Participant Name
- Date of Birth
- Case Type – IV-D or Non-IV-D
- Verify Type – indicates the name/SSN is verified with SSA (V)

To view additional information for a case, select a checkbox in the View column for that case and click **Query Case ID**.

The following table lists possible error messages and recommended actions.

Table 4-2: Case Results by SSN Error Messages

Message	Action
Select only one checkbox	You must unselect all but one checkbox to proceed.
Select a Case ID checkbox	You must select a checkbox for a single case to proceed.



If the results exceed one page, you will see **Next** and **Previous** buttons. The **Next** button displays more results. The **Previous** button returns you to the previous page.

4.2 Participant Results by Case ID

The Participant Results by Case ID page (Figure 4-5) displays basic case information as well as additional details for each participant associated with the case.

The screenshot shows the FPLS State Services Portal interface. At the top, there is a logo for the U.S. Department of Health and Human Services and the Administration for Children & Families. The page title is "FPLS State Services Portal". Below the title, there are navigation links: "Home", "Print", "FAQ", and "Close".

The main content area is titled "Participant Results by Case ID". Below this title, there is a green banner with the text: "The FCR Query does not display the names of participants associated with family violence." Below this banner, there is a section titled "Case Information" with the following details:

- Case ID: 002252134
- Case Type: IV-D
- Order Ind: Y
- Last Update Date: 02/13/2013
- State: MD
- County Code: 201
- Registration Date: 04/15/2009

Below the case information, there is a section titled "Participant Results" which contains a table of participant information:

Participant Information			
SSN:	567-XX-9999	Participant Name:	Jones, William J
State Member ID:	489117452323566	Participant Type:	NCP
Date of Birth:	02/20/1965	Verification Type:	V
		Date of Death:	
		Gender:	M

At the bottom of the page, there is a "Return" button and the text "Office of Child Support Enforcement" and "Contact Us".

Figure 4-5: Participant Results by Case ID

The Case Information section provides the:

- Case ID
- Case Type – IV-D or Non-IV-D
- Order Ind (Indicator) –“Y” if there is a known order, blank if no known order
- Last Update Date – the date the case was last updated on the FCR
- State
- County Code – the local office identifier assigned by the state
- Registration Date – the date the case was originally added to the FCR

The Participant Results section displays details about each participant on the case. In addition to SSN, Participant Name, and Verification Type, you will receive the following:

- State Member ID – the participant’s identifier assigned by the state child support program
- Participant Type – the participant’s role in the case (CP, NCP, PF, or child (CH))
- Date of Birth – the participant’s date of birth as reported to the FCR
- Date of Death – the participant’s unverified date of death as reported to the FCR, if applicable
- Gender – the participant’s gender as reported to the FCR

If there are other names associated with a participant, the Participant Name is displayed as an underlined hyperlink. Click on the hyperlinked name to view other names known for the participant selected.

Click **Return** to go back to the Case Results by SSN page.



You can obtain additional information about a state’s child support program by using the Intergovernmental Reference Guide (IRG). A link to the IRG and other helpful resources are listed under ‘Where You Can Learn More’ found in the introduction to this guide.

4.2.1 Other Names for Participant

The Other Names for Participant page (Figure 4-6) displays when you click the hyperlinked Participant Name on the Participant Results by Case ID page. The Other Names column displays additional known names reported for a participant.

The screenshot shows the FPLS State Services Portal interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". Below this is the "FPLS State Services Portal" title and a navigation bar with "Home", "Print", "FAQ", and "Close" links. The main content area is titled "Other Names for Participant" and includes a sidebar with "FCR Query" and "Query by SSN". The participant information section shows "SSN: 567-XX-9999", "State: MD", and "Name: Jones, William J". Below this, the "Participant Name Results" section contains a table with the following data:

Other Names
Jones, Willy
Jones, Bill
Jones, William John

At the bottom of the page, there is a "Return" button and the text "Office of Child Support Enforcement" with a "Contact Us" link.

Figure 4-6: Other Names for Participant

Click **Return** to go back to the Participant Results by Case ID page.

Appendix: Locate Response Reports

Report ID: LNW401	Department of Health and Human Services	Page: 1 of 1
Report Date: 01/01/2015	Administration for Children and Families	
*** Sensitive Information ***	Office of Child Support Enforcement	
	National Directory of New Hires (NDNH)	
	New Hire (NH)	
Request Information		
Submitted SSN: 999-XX-9999	Submitted State: CT	
Submitted Name: JONES, WILLIAM J	Submitted Case ID: 5378104306	
Locate Request Type: IV-D CHILD SUPPORT	User Text: DOCKET 12-345	
Locate Source Type: NH	Member ID: 123456789	
FIPS County Code:	Submitted Date of Birth: 02/20/1965	
Participant Type: NONCUSTODIAL PARENT	Request Date: 12/27/2014	
	Response Date: 01/01/2015	
Response Information		
SSN and Name Information		
Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE	SSN Match: SSN AND NAME VERIFIED	
Returned Name: JONES, WILLIAM J	Returned SSN: 999-XX-9999	
Locate Response: SSN AND NAME MATCHED THE LOCATE SOURCE	Corrected SSN:	
	Locate Closed Indicator:	
Address Information		
Returned Address:	Address Type Indicator: EMPLOYER ADDRESS	
ABC INSURANCE COMPANY	Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS	
500 MADISON AVE	Address Scrub Indicator 2:	
SUITE 2001	Address Scrub Indicator 3:	
NEW YORK, NY 10022-0500	Date of Address: 10/01/2014	
	Foreign Country Code:	
	Foreign Country Name:	
Detail Information		
Reporting State: NY		
Reporting Federal Agency:		
FEIN: 12-3456789		
State EIN: 987654321		
Date of Birth: 02/20/1965		
Date of Hire: 10/01/2014		
State of Hire: CT		
DoD Agency Status Indicator:		

Figure A-1: National Directory of New Hires (NDNH) - New Hire (NH)

Report ID: LNU101

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
National Directory of New Hires (NDNH)
Unemployment Insurance (UI)

Page: 1 of 1

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: UI

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response: SSN AND NAME MATCHED THE LOCATE SOURCE

SSN Match:

Returned SSN:

Corrected SSN:

Locate Closed Indicator:

SSN AND NAME VERIFIED

999-XX-9999

Address Information

Returned Address:

800 MAIN ST

HARTFORD, CT 06103-0800

Address Type Indicator: CLAIMANT ADDRESS

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS

Address Scrub Indicator 2:

Address Scrub Indicator 3:

Date of Address: 10/01/2014

Foreign Country Code:

Foreign Country Name:

Detail Information

Reporting State: CT

Benefit Amount: \$3,650.00

Reporting Quarter - Year: 4 - 2014

Figure A-2: National Directory of New Hires (NDNH) – Unemployment Insurance (UI)

Report ID: LNQW01	Department of Health and Human Services	Page: 1 of 1
Report Date: 01/01/2015	Administration for Children and Families	
*** Sensitive Information ***	Office of Child Support Enforcement	
	National Directory of New Hires (NDNH)	
	Quarterly Wage (QW)	

Request Information

Submitted SSN: 999-XX-9999	Submitted State: CT
Submitted Name: JONES, WILLIAM J	Submitted Case ID: 5378104306
Locate Request Type: IV-D CHILD SUPPORT	User Text: DOCKET 12-345
Locate Source Type: QW	Member ID: 123456789
FIPS County Code:	Submitted Date of Birth: 02/20/1965
Participant Type: NONCUSTODIAL PARENT	Request Date: 12/27/2014
	Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE	SSN Match: SSN AND NAME VERIFIED
Returned Name: JONES, WILLIAM J	Returned SSN: 999-XX-9999
Locate Response: SSN AND NAME MATCHED THE LOCATE SOURCE	Corrected SSN:
	Locate Closed Indicator:

Address Information

Returned Address:	Address Type Indicator: EMPLOYER ADDRESS
ABC INSURANCE COMPANY	Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS
500 MADISON AVE	Address Scrub Indicator 2:
SUITE 2001	Address Scrub Indicator 3:
NEW YORK, NY 10022-0500	Date of Address: 10/01/2014
	Foreign Country Code:
	Foreign Country Name:

Detail Information

Reporting State: NY
Reporting Federal Agency:
FEIN: 12-3456789
State EIN: 987654321
Wage Amount: \$32,145.89
Reporting Quarter - Year: 4 - 2014
DoD Agency Status Indicator:

Figure A-3: National Directory of New Hires (NDNH) – Quarterly Wage (QW)

Report ID: LDVA01

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Department of Veteran Affairs (DVA)

Page: 1 of 1

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: DVA

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response: ADDRESS RETURNED FROM LOCATE SOURCE

SSN Match: SSN AND NAME VERIFIED

Returned SSN: 999-XX-9999

Corrected SSN:

Locate Closed Indicator:

Address Information

Returned Address:

800 MAIN ST

HARTFORD, CT 06103-0800

Address Type Indicator: EMPLOYEE ADDRESS

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS

Address Scrub Indicator 2:

Address Scrub Indicator 3:

Date of Address: 10/01/2014

Detail Information

Benefit Indicator: COMPENSATION AND PENSION

Effective Date: 12/01/2014

Suspense Indicator: RECEIVING PAYMENTS

Payment Type: NOT AVAILABLE

Active Reserved Fiscal Year/Days:

Institution Type: NOT AVAILABLE

Retirement Pay Indicator: NOT AVAILABLE

Date of Death: NOT AVAILABLE

Amount of Award: \$975

Incarceration Indicator: NOT AVAILABLE

Active Reserve Status: NOT AVAILABLE

Figure A-4: Department of Veterans Affairs (DVA)

Report ID: LDOD01

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Department of Defense (DoD)

Page: 1 of 1

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: DOD

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response: ADDRESS RETURNED FROM LOCATE SOURCE

SSN Match: SSN AND NAME VERIFIED

Returned SSN: 999-XX-9999

Corrected SSN:

Locate Closed Indicator:

Address Information

Returned Address:

HQ MAG-13 3RDMAW

MCAS BOX 99180

YUMA, AZ 85002-8500

Address Type Indicator:

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS

Address Scrub Indicator 2:

Address Scrub Indicator 3:

Date of Address: 10/01/2014

Detail Information

DoD Status: ACTIVE DUTY MILITARY

DoD Service/Agency: ARMY

DoD Pay Grade/Rank: ME07

Date of Birth: 02/20/1965

APO/FPO Address Indicator: NO

Annual Salary: \$0

Submitting Office Number:

Figure A-5: Department of Defense (DoD)

Report ID: LFB101

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Federal Bureau of Investigation (FBI)

Page: 1 of 1

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: FBI

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response:

ADDRESS RETURNED FROM LOCATE SOURCE

SSN Match:

SSN AND NAME VERIFIED

Returned SSN:

999-XX-9999

Corrected SSN:

Locate Closed Indicator:

Address Information

Returned Address:

800 MAIN ST

HARTFORD, CT 06103-0800

Address Type Indicator: EMPLOYEE ADDRESS

Address Scrub Indicator 1:

Address Scrub Indicator 2:

Address Scrub Indicator 3:

Date of Address: 03/01/2012

Detail Information

Employment Status: ACTIVE

Annual Salary: \$87,000

Date of Hire: 11/01/2009

Date of Termination: 03/01/2012

Date of Death:

Employment Indicator:

Health Insurance Benefit Indicator:

Figure A-6: Federal Bureau of Investigation (FBI)

Report ID: LSSA01

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Title II

Page: 1 of 2

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: TITLE II

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response: ADDRESS RETURNED FROM LOCATE SOURCE

SSN Match: SSN AND NAME VERIFIED

Returned SSN: 999-XX-9999

Corrected SSN:

Locate Closed Indicator:

Address Information

Returned Address:

800 MAIN ST

HARTFORD, CT 06103-0800

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS

Address Scrub Indicator 2:

Address Scrub Indicator 3:

District Office Address:

SOCIAL SECURITY

960 MAIN ST

2ND FLOOR

HARTFORD, CT 06103

Detail Information

Date of Birth: 07/14/1975

Date of Death:

Gender: Male

Category of Assistance: DISABLED

Response State/County Code: 12/097

Disability Onset Date: 11/20/2011

Initial Entitlement Date: 06/2009

Deferred Payment Date:

Current Entitlement Date: 11/2014

Termination/Suspension Date:

Net Monthly Benefit: \$1,034.00

Figure A-7: State Verification and Exchange System (SVES) – Title II (Page 1)

Report ID: LSSA01

Report Date: 12/01/2014

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Title II

Page: 2 of 2

Detail Information Continued

Claim Account Number: 999999999

Beneficiary ID: PRIMARY CLAIMANT

Ledger Account File (LAF): CURRENT PAYMENT STATUS (EXCEPT RAILROAD PAYMENT)

Health Insurance Option: NOT AVAILABLE

Health Insurance Start Date:

Health Insurance End Date:

Supplemental Medical Insurance (SMI) Option: NOT APPLICABLE

SMI Start Date:

SMI End Date:

Railroad Indicator: NO RAILROAD CLAIM

Black Lung Entitlement: NO BLACK LUNG ENTITLEMENT

Direct Deposit Indicator: CHECKING

Black Lung Amount: \$0.00

Monthly Benefit Credited Entries: 8

<u>MBC Date</u>	<u>MBC Amount</u>	<u>MBC Type</u>
12/2014	\$1034.00	Benefits Paid (Credited)
12/2013	\$1022.00	Benefits Paid (Credited)
12/2012	\$1018.00	Benefits Paid (Credited)
12/2011	\$1002.00	Benefits Paid (Credited)
12/2010	\$997.00	Benefits Paid (Credited)
06/2010	\$991.00	Benefits Paid (Credited)
12/2009	\$984.00	Benefits Paid (Credited)
06/2009	\$979.00	Benefits Paid (Credited)

Figure A-8: State Verification and Exchange System (SVES) – Title II (Page 2)

Report ID: LSSA03

Report Date: MM/DD/CCYY

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Prisoner

Page: 1 of 1

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM J

Locate Request Type: IV-D CHILD SUPPORT

Locate Source Type: PRISONER

FIPS County Code:

Participant Type: NONCUSTODIAL PARENT

Submitted State: CT

Submitted Case ID: 5378104306

User Text: DOCKET 12-345

Member ID: 123456789

Submitted Date of Birth: 02/20/1965

Request Date: 12/27/2014

Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE

Returned Name: JONES, WILLIAM J

Locate Response: ADDRESS RETURNED FROM LOCATE SOURCE

SSN Match: SSN AND NAME VERIFIED

Returned SSN: 999-XX-9999

Corrected SSN:

Locate Closed Indicator:

Address Information

Returned Address:

LAKE COUNTY JAIL

104 E ERIE ST

PAINESVILLE, OH 44077-3910

Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS

Address Scrub Indicator 2:

Address Scrub Indicator 3:

Detail Information

Prison/Facility Reported SSN: 999-XX-9999

Date of Birth: 02/20/1965

Gender: MALE

Date Reported: 08/01/2008

Prisoner ID No: 1020304050

Confinement Date: 07/21/2008

Release Date: 06/20/2009

Prison/Facility Type: COUNTY PRISON

Prison/Facility Contact Name:

Prison/Facility Report Source: LAKE COUNTY JAIL

Phone: (440) 350-5538

Fax: (440) 350-5587

Figure A-9: State Verification and Exchange System (SVES) – Prisoner

Report ID: LSSA02	Department of Health and Human Services	Page: 1 of 3
Report Date: 01/01/2015	Administration for Children and Families	
*** Sensitive Information ***	Office of Child Support Enforcement	
	State Verification and Exchange System (SVES)	
	Title XVI	

Request Information

Submitted SSN: 999-XX-9999	Submitted State: CT
Submitted Name: JONES, WILLIAM J	Submitted Case ID: 5378104306
Locate Request Type: IV-D CHILD SUPPORT	User Text: DOCKET 12-345
Locate Source Type: TITLE XVI	Member ID: 123456789
FIPS County Code:	Submitted Date of Birth: 02/20/1965
Participant Type: NONCUSTODIAL PARENT	Request Date: 12/27/2014
	Response Date: 01/01/2015

Response Information

SSN and Name Information

Returned Name Format Indicator: NAME IN FORMAT LAST, FIRST AND MIDDLE	SSN Match: SSN AND NAME VERIFIED
Returned Name: JONES, WILLIAM J	Returned SSN: 999-XX-9999
Other Name:	Corrected SSN:
Locate Response: ADDRESS RETURNED FROM LOCATE SOURCE	Locate Closed Indicator:

Address Information

Residence Address:

800 MAIN ST	Address Scrub Indicator 1: GOOD DELIVERABLE ADDRESS
HARTFORD, CT 06103-0800	Address Scrub Indicator 2:
	Address Scrub Indicator 3:

Payee Address:

800 MAIN ST	Payee Scrub Indicator 1: GOOD DELIVERABLE ADDRESS
HARTFORD, CT 06103-0800	Payee Scrub Indicator 2:
	Payee Scrub Indicator 3:

Detail Information

Date of Birth: 03/14/2005	Date of Death:
Race: WHITE	Death Source:
Sex: MALE	
Payee State/County: 09/003	Date of Eligibility: 12/2013
Payee Type: BENEFICIARY IS OWN PAYEE	Establishment Date: 01/01/2014
Payee District Office: 003	Redetermination Date:
Appeal: NOT APPLICABLE	Appeal Date:
	Denial Date:

Figure A-10: State Verification and Exchange System (SVES) – Title XVI (Page 1)

Report ID: LSSA02

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Title XVI

Page: 2 of 3

Detail Information Continued

Third Party Insurance Indicator: NOT APPLICABLE

Payment Status Date: 12/2014

Current Payment Status: CURRENT PAY

Representative Payee Indicator: NOT APPLICABLE

Estimated Self Employment Amount: \$0.00

Direct Deposit Indicator: CHECKING

Custody: NOT APPLICABLE

Payment Status: CURRENT PAY

Recipient Type: DISABLED INDIVIDUAL

Recipient Phone: 860-555-1234

Disability/Blindness Onset Date: 12/01/2013

Competency:

Earned Income - Net Countable Amount: \$0.00

Vehicle Resource: NONE

Insurance Resource: NONE

Property Resource: NONE

Unearned Income - Net Countable Amount: \$0.00

Other Resource: NONE

House Resource: NONE

Payment History: (up to 8 entries)

Date	Monthly SSI Amount	Payment Type
12/01/2014	\$674.00	Recurring payment dated the first of the month
11/01/2014	\$674.00	Recurring payment dated the first of the month
10/01/2014	\$250.00	Supplemental payment dated the first of the month
10/01/2014	\$674.00	Recurring payment dated the first of the month
09/01/2014	\$674.00	Recurring payment dated the first of the month
08/01/2014	\$674.00	Recurring payment dated the first of the month
07/01/2014	\$674.00	Recurring payment dated the first of the month
06/01/2014	\$674.00	Recurring payment dated the first of the month

Figure A-11: State Verification and Exchange System (SVES) – Title XVI (Page 2)

Report ID: LSSA02

Report Date: 01/01/2015

*** Sensitive Information ***

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
State Verification and Exchange System (SVES)
Title XVI

Page: 3 of 3

Unearned Income: (up to 9 entries)

Type	Verification	Start	Stop
SOCIAL SECURITY	NUMBER HAS BEEN VERIFIED, PAYMENT HAS NOT BEEN VERIFIED	06/2013	06/2013

Figure A-12: State Verification and Exchange System (SVES) – Title XVI (Page 3)