

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

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Education & Training Services Section

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Unit Meeting Training Series



How to Conduct a Diligent Search Reference Guide

Developed for:
Georgia Division of Family and Children Services

By:

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TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

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Pennsylvania Statewide Adoption and Permanency Network, Diligent Search Packet, Legal Services Initiative 2008

Florida Department of Children and Families Child Welfare Legal Services, Diligent Search Training Manual, fall, 2007

Wendy Wilson, Georgia SHINES Unit, Accurint and SHINES training/screens



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TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Introduction

The purpose of this manual is to help you become familiar with the search tools that are available and to use them in a systematic way. Knowing how to use the vast amount of diligent search resources will enable you to expeditiously complete a diligent search and reduce the time children remain in foster care. Georgia law (O.C.G.A. § 15-11-55), as does the law in other states, requires a diligent search to identify those individuals who may be considered a resource for placement or custody of the child. The search includes the parents or relatives of the child, as well as other persons who have demonstrated an ongoing commitment to the child. Information gathering usually begins during the CPS investigation process. Once the child is removed, the search intensifies. The CPS and/or Permanency Case Manager share in the responsibility of obtaining relevant information and documenting the search efforts.

The law specifies a limited time frame in which the search must be completed, the results documented and filed with the court for review and approval. By conducting the diligent search on the “front-end”, the likelihood of making sound placement decisions is increased for the child as well as expediting permanency. It is also important to remember that the diligent search process is not complete when the report is submitted and approved by the Court, but is ongoing throughout the life of the case.

Delays in locating missing parents are a barrier that lengthens the time children stay in foster care. Moving children more rapidly into permanent homes, significantly benefits the emotional health of children and saves the Agency scarce funds by reducing foster care board payments and lowering case loads.

Legal Requirements

Before transferring temporary legal custody in an order of disposition, under O.C.G.A. § 15-11-55, a reasonably diligent search for a parent or relative of the child or other persons who have demonstrated an ongoing commitment to the child shall be conducted by the court and the Department of Human (DHR) resources

House Bill 254 O.C.G.A. Section 15-11-55(a)(2) July 1, 2009

1. The Department must “exercise due diligence” to identify parents, relatives or individuals who have demonstrated an ongoing commitment to the child.

Parent of the child

Includes legal mother and legal father of the child. (Also includes the legal father who is not the biological father of the child.)

If there is information that indicates that the parent or prospective parent may be located outside the state of Georgia the Case Manager must contact agencies and utility providers in the other state.

Relative of the child

Includes those related to the child by blood, marriage or adoption for both the maternal and paternal sides of the child’s family (grandparents, great grandparents, uncles, aunts,

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adult cousins, adult siblings and stepparent). This also includes the biological father (who is not the legal father) of the child and his relatives.

Other persons who have demonstrated an ongoing commitment to the child

Includes those considered “significant” to the child: i.e., one who has had a positive, meaningful and/or parent-like relationship to the child prior to his/her coming into care. Non-related persons such as a family friend, “play aunt”, godparent; etc., may be identified by the child, family or others.

- 2. A Diligent Search for Parents, Relatives and Committed Individuals, must be conducted within 30 days after a child is removed from the home.** (Except for dispositions under O.C.G.A. 15-11-66(a)(1) and 15-11-67(a)(1), both of which refers to delinquents...)
- 3. Notification:** All identified adult relatives of the child (subject to exceptions for family or domestic violence), identified in the search must be provided with a notice of the following:
 - a. The child has been removed from parental custody;
 - b. All options to participate in the care/placement of the child; and any option that may be lost by failure to respond to the notice;
 - c. The process for becoming an approved foster family; and the additional services and supports available for children placed in approved foster homes; and
 - d. Financial assistance for which the relative may be eligible.
- 4. Documentation of Search and Notice:** The results of the required search and notifications must be documented and filed with the court at the time of the first review. During the 30 day review, the court may order that the child be placed in the legal custody of DHR/DFCS or any appropriate entity or person. **NOTE:** The specific prohibition against a final disposition placing a child in DHS/DFCS custody until a diligent search is completed has been removed. Instead the law provides that the court may place a child in DHS/DFCS custody during the 30 day diligent search period.
- 5. Order to Disclose Information Concerning Relatives or Other Possible Placements:** In the preliminary disposition order, the court shall order the parents and legal guardians to provide the names and addresses of relatives and other persons who might be considered as possible placements.
- 6. Supplementing the Diligent Search:** Diligent search is ongoing. The parties (including DHS/DFCS) are required to supplement the diligent search information during the course of the case at each judicial review and citizen panel review. The court shall include this requirement in its published summons.
- 7. Uniform Rule:** The Council of Juvenile Court Judges is authorized to create Uniform Rules to implement this provision. These rules should be consulted when published.

If there are defects in the diligent search or in the affidavit, any order terminating parental rights may be set aside in the future. This would cause unnecessary delay in permanency for a child. Accordingly, the person conducting the diligent search should ensure that the diligent search was properly conducted and carefully proof read the affidavit.

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When to Begin a Diligent Search

It is important that information be gathered as early as possible. Child Protective Services (CPS) is usually involved with a family, even if only briefly, prior to court action to remove a child. Even if CPS first becomes aware of a situation after law enforcement has taken action to remove a child or to bring a situation before the court, CPS still has basic assessment responsibilities.

Being aware of the policy and court requirements for information about potential placement and custody resources for a child is reason to ask parents, the children and others who are interviewed about resources for the child and to document who they are and how to contact them. Documenting information, in SHINES, gained during assessment of possible placement resources will greatly assist meeting the legal requirement for a diligent search. Documenting in SHINES ensures that the efforts follow the child throughout the involvement with DFCS.

WHAT TO DO BEFORE STARTING A SEARCH

These steps should be taken **BEFORE** you begin a search:

Review Case File Thoroughly

Key Places to Begin:

- Birth Certificate
- Case History:
 - Remember:** If there is suspicion/history of Family Violence, and information indicates that contacting the absent parent would place the family in danger, document this and consult with your supervisor before completing the search.
- Medical Records
- Psychological Evaluations
- Call people identified in file
- Talk with identified child and siblings

Know your co-workers. Know who in your agency has experience with different areas. A colleague may have extensive experience with criminal background checks.

When calling agencies, be sure to get the name of the person you speak to. Build a rapport with that person, as you may need his or her assistance for a future search.

Know your time frame before you begin your search, as it will dictate your search fields and what sources to contact first. (For example, federal offices do not respond as quickly as state offices.)

Finally, document everything you do. List every place you have contacted, the results of that communication, including the name of the person you spoke with. Enter this information into GA SHINES

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Important Tips to Remember

- Run a profile in your mind of the missing person.
 - Has he or she been involved in drugs or other law violations?
 - Is the missing person avoiding child support responsibilities?
 - What type of work does the missing person do? This is important because people generally continue to work in the same line of work.
- Carefully check previous addresses in Accurint.
 - Over the last 10 years, has the person bounced back to Douglas County, Georgia, several times? If so, take a good look at Douglas County and check online courthouse records to see if there has been any activity, such as a parking ticket or speeding ticket in that county.
 - People nearly always gravitate to familiar surroundings where they have family and friends who are willing to help them out.
- **Don't necessarily believe what you hear about a missing parent from a disgruntled former significant other.**
 - Many parents have been located who have passed home studies and were model parents. These parents were grateful that we located them and they in turn have made significant improvement in their children's lives.
 - Locating a missing parent may also mean being able to close the case out.
- Make phone calls a part of your normal routine.
- Talk to relatives, friends, neighbors
 - Required by Statute that we contact all known relatives.
 - Relatives, as well as neighbors and associates offer a wealth of information that will not be found in databases.
- Run repeat searches, if necessary.
 - If you don't pick up current information the first time wait 2-3 weeks and try again.
 - Keep in mind that it sometimes takes time for new information to land in a database
- Utilize a variety of search resources.
- Some parents do vanish into obscurity!
- Know when to wrap up the search and produce your Affidavit of Diligent Search. Do not lose sight of the goal: **Achieve Permanency for Children.**
- Focus on completing the search and move the case along as expeditiously as possible

Remember: Assessors and Case Managers by State Statute must do everything possible to locate a parent or relative of the child or other persons who have demonstrated an ongoing commitment to the child!

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GETTING STARTED

READ THE RECORD!!!!

The information you are searching for may already be in the record.

Interview Child and Family

Interview the child and child's family about extended family and others significant to the child.

Family Team Meeting

Family Team Meeting is an opportunity to interview parents and others regarding extended family and others significant to the child. Read the record referring to Family Team Meetings that have already been held and look for information on persons that might lead to permanency for the child.

Comprehensive Child and Family Assessment (CCFA)

Review Family Assessment Report of the CCFA look for:

- a. Key data
- b. Background information
- c. Genogram
- d. Results of any reference contacts

Other Persons

- a. Neighbors
- b. Landlords
- c. CASA
- d. Child Advocate
- e. Guardian ad litem
- f. CCFA Provider
- g. Day Care Staff
- h. School Staff
- i. Anyone you think may have information on the individual



Internal Data Systems

Check all sources in GA SHINES to search for case history. These sources can assist you in searching for family members and other connections.

- **County Master Files** (including card files). Created in many offices before computers. Ask your Supervisor where to access in your county office.
- **GA SHINES** (internal search)
- **PSDS** (Incomplete before 1994)
- **IDS Online Master Index** (READ ONLY system; Incomplete records before 6/30/98)
- **IDS Placement Central**
- **Sexual Offender Registry**
- **DOC Offender Query**

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- Board of Pardons and Parole
- SUCCESS
- Georgia Health Partnership Portal (GHP)

Other Agencies

- a. Postal service for last known address or forwarding address
- b. Local Law enforcement – Ask for Bookings
- c. Telephone and Utility companies
- d. Employers

Check Internet

Check Internet search sites for address and phone number information

Check Accurint

Request and complete an Accurint Report

Mail Out Letters

Begin the letter process and make phone calls to former employers, former neighbors, etc
(See Appendix A for Sample)

Track Responses

Track responses on the Diligent Search Summary Sheet. (See Appendix B)

Complete SHINES/Diligent Search Affidavit

Record all information in the Diligent Search Section of SHINES. Complete and submit Affidavit

SHINES 2.6 System Test Log Off ? [Icons] IDS GHP

My Tasks Case Search Intake Financial Reports Resources

Case Summary Person Contacts Service Request Child Placement History Jobs Care Plans Management

Person Detail Records Check Utilize HIP and Identity Health Log Lounge Search Restricted Funds

Name: Berry, Junior
Person ID: 11731769

Diligent Search Information * required field
‡ conditionally required field

Diligent Search

Contact Person: Berry, Senior

Include in Diligent Search Report

Caretaker Prior to Removal

‡ If previous caretaker, describe why removed

* Referral Type: [Dropdown]

‡ If other, describe: [Text]

Referrer's Name: [Text]

‡ Was the person successfully contacted? Yes No

‡ If not contacted, why? [Text]

‡ If person willing to be a visitation resource? Yes No

‡ Is the person a potential placement resource? Yes No

‡ If not, why? [Text]

June 1, 2009

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Phone Calls

Record the date, time of call, name of person/agency and any information obtained during the conversation. Let people know exactly why you are calling. People will often go out of their way to assist you when they realize that there are young children involved. Always thank people for their help and be sure to leave your name and phone number and ask the person to call you back if they have any additional information.

Cold phone calls can be laborious, especially if the individual is hiding. Be prepared for a long siege of phone calls. Always speak to the person who answers the phone in a casual manner, as if the individual lives there, "Hi, Can I speak to Joe?" If he's not there or doesn't live there, ask the person if he/she can help you locate him. Continue to be casual... "I wonder if you could help me. Does he have any friends in the area that you know of?"

Follow-Up

Research every potential lead and document. If someone gives you the name of the father or a potential permanency opportunity, be sure to complete a search.

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Unanswered Questions Regarding Paternity

Often, a mother will identify the father by first name only. Some mothers will proclaim no knowledge of the father at all. In many cases, these individuals do know who the father is, but do not want to reveal his identity. Often, the mother has had an unfortunate relationship that she wishes to leave behind. Some mothers are also fearful of retaliation from a biological father who does not want to pay child support.

A good practice is for an attorney to **question the mother, or other relatives, while they are under oath** at court hearings. If the name of the father is still unknown, the caseworker should contact relatives in person or by phone in an attempt to establish paternity.

If initially you are not provided with information on a father's identity, **you must continue to make inquiries regarding the father's identity.** When you make your home visits, remember to ask the mother, or any other relatives you encounter, about the father's identity. Even vague information that you will receive may help you locate the father.

Georgia Putative Father Registry

The Putative Father Registry is a service provided by GA DHR, V. Nearly every state has such a service.

Through this service, an unmarried man who believes that he is the father of a child may register and claim to be the father.

It is the responsibility of the Department of Health of each state to produce and distribute pamphlets and publications informing the public about the Putative Father Registry. These pamphlets and brochures are made available in hospitals, adoption entities, libraries, medical clinics, schools, universities, and to providers of child-related services. Additional information is provided on Internet web sites and in public service announcements.

In order to register, the father must also agree to become financially responsible for the care of the child. By filing a claim of paternity, the registrant consents to submit to DNA testing upon the request of any party. A putative father who has properly registered can object to the placement of his child for adoption, if he meets certain requirements that are also imposed on him by state law. A man can place his name in the Registry at any time; however, many adoptions take place immediately after the birth of a child. If his name has not been placed in the Registry prior to the placement of the child for adoption, he may not receive notice of the adoption proceedings.

The Putative Father Registry is not a public file. The Georgia Code states "a governmental department, board, commission, bureau, agency, or political subdivision of any state for purposes of locating an absent parent . . . or the department (Human Resources), a licensed child-placing agency, or a member in good standing of the State Bar of Georgia . . . for purposes of locating a biological father. . ." can [request a search](#) of the Registry. (Section 19-11-9 (e) OCGA). There is a \$10 charge (Fee is waived for DFCS) per name to [search the Registry](#) ". . . unless presentation of an affidavit of the petitioner's indigence is provided." (Section 19-11-9 (f) OCGA)

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If there is a match between the information provided by the requester and information contained in the Registry, the requester will receive a **Certification Statement** showing the possible biological father's complete name, social security number, last residence address, and other information that had been previously provided to the Registry by the man.

If there is no match between the information provided by the requester and information contained in the Registry, the requester will receive a Not on File Statement certifying no possible father's information was found in the Registry.

The Putative Father Registry is **not a public file**. The Georgia Code (Section 19-11-9 (e)) states that search requests can be made **only** by (1) a governmental department, board, commission, bureau, agency, or political subdivision of any state for purposes of locating an absent parent or (2) the Georgia Department of Human Resources, a licensed child-placing agency, or a member in good standing of the State Bar of Georgia, for purposes of locating a biological father.

[National Directory of Putative Father Registries](#)

- Please note that depending on your case, it may be necessary to search the Putative Father Registry of another state.
- The National Directory of Putative Father Registries can be found at the following site:
http://adoption.about.com/cs/adoptionrights/a/putative_list.htm

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ACCURINT SYSTEM

All case managers responsible for completing a Diligent Search are encouraged to obtain an ID. Check with your supervisor to get an ID issued. There is no limit on the number of ID's available, however, each county has their own method for assigning ID's.

ACCURINT SECURITY AND PROTECTION OF PERSONAL IDENTIFIABLE INFORMATION

You have a responsibility to protect the personal identifiable information that you are working with. Your diligent search file contains someone's complete identity, social security number, date of birth, address, phone number and privileged information about family members. **You must protect this information as if it were your own!**

- Never leave an Accurint report lying around. It is a highly confidential document.
- Please be extremely careful with user names and passwords. These passwords should never be made available to anyone.
- Always use a valid case number or abuse report number when requesting an Accurint Report.
- **Employees are not permitted to access Accurint for personal use. Be aware that you are being monitored by your employer as well as Accurint.**
- Unauthorized use of these locate tools may subject you to criminal prosecution and penalties.
- Shred all paperwork that does not need to be saved.

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[Search for a Person Using Accurint](#)

Step 1: Access the Accurint home page at <http://www.accurint.com>. DFCS staff will use Accurint for the sole purpose of locating parents, relatives and/or significant others who may become viable placement resources for a child.

Step 2: Login using your Accurint account ID (User Name) and password.

Login here using your Accurint account ID and password.

The screenshot shows the Accurint website homepage. At the top left is the Accurint logo. To its right is a 'Website Links' dropdown menu and the slogan 'Making a Difference'. Below the logo is a navigation bar with links for 'about us', 'what's new', 'trade shows', and 'contact us'. On the left side, there is a vertical menu with categories: home, banking, collections, government, health care, insurance, law enforcement, and legal profession. The main content area features an 'Important Security Notice' box, a 'Manage Risk With More Intelligence' section with a list of key features, and a 'demo center' box. A red arrow points from the text on the left to the 'ACCOUNT LOGIN' button. At the bottom, there is a LexisNexis logo and a copyright notice.

ACCOUNT LOGIN

For security purposes we have moved the login to a dedicated page. Please Click the "Account Login" button above to proceed.

Important Security Notice:

Always start login from: <http://www.accurint.com> and never enter your User Name and Password information at any other URL or site, or your security may be compromised. Never click or follow links to Accurint from email messages because if you do so you may be taken to a site that looks like Accurint but is not the Accurint site. If you did follow such links, please change your Password immediately.

If you have security questions or concerns please call 1.800.543.6862.

Manage Risk With More Intelligence

Accurint® is the most widely accepted locate-and-research tool available to government, law enforcement and commercial customers. Its proprietary data-linking technology returns search results in seconds to the user's desktop.

Key features include:

- People Search... locates neighbors, associates and possible relatives.
- Phones Plus... track down phone numbers not typically available to increase your chances of finding your subject. Access over 50,000,000 non-directory assistance records, including cell phone numbers.
- People at Work... links more than 132 million individuals to businesses and includes information such as business addresses, phone numbers, and possible dates of employment.
- Relavint™... visually links individuals with businesses, addresses, relatives and vehicles.
- Advanced Person Search... helps find individuals when only old or fragmented data is available.

LexisNexis® is an industry leader in the responsible use of data and protection of individual privacy. Accurint, using public records and non-public information, provides invaluable fraud detection and identity solutions for the public and private sectors. Accurint helps safeguard citizens and reduces financial losses.

Accurint Makes a Difference!

For sales assistance use our [online](#) form or call:
1.888.332.8244 (General Sales)
1.866.242.9973 (Insurance Sales)
1.866.242.1440 (Law Enforcement Sales)

demo center
Access the Accurint demo meeting place

!! ALERT !!
Learn How to SPOT an E-mail Scam!
[Click Here >>](#)

SECURITY EDUCATION
Learn How to Protect Yourself!
[Click Here >>](#)

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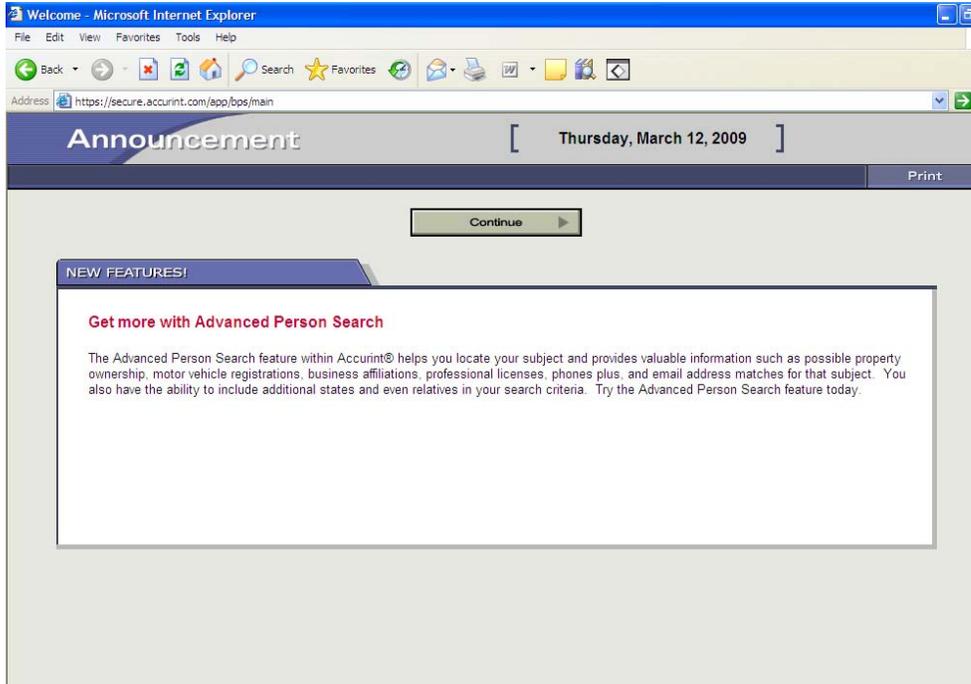
>home | >privacy | >contact us

The information provided by Accurint is not a consumer report (as the term is defined in the Fair Credit Reporting Act (FCRA)) and may not be used for any purpose permitted by the FCRA.

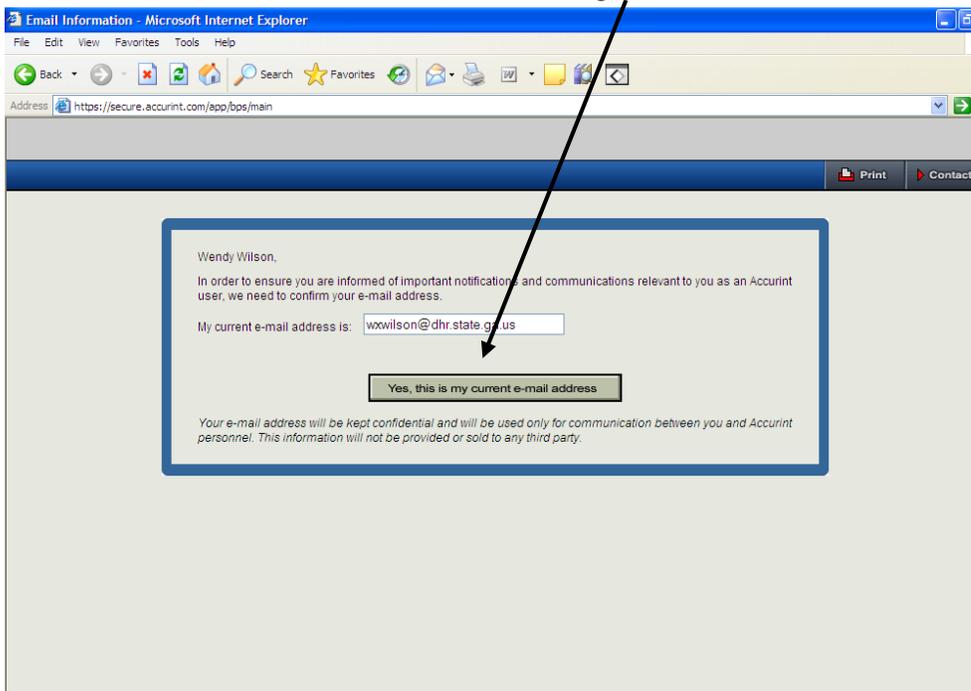
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Step 3: Once the user logs, if there are new features (things to know), the Announcement page displays. Click the Continue button to proceed. If this is the first time logging in, users will be prompted to change password before using the application.



Step 4: Accurint confirms your current e-mail address for communications regarding your Accurint account. Click the **Yes, this is my current Email address** button.



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Step 5: The Main Menu page loads. To begin searching for parents and relatives, click the **Advanced Person Search** hyperlink located on the People tab.

The screenshot shows the LexisNexis Accurint for Government main menu. The browser title is "Main Menu - Microsoft Internet Explorer" and the address bar shows "https://secure.accurint.com/app/bps/main". The page features several promotional banners at the top: "PERSON ALERTS Now Available", "24/7 Search and Technical Assistance 1-800-543-6862", and "New Healthcare Content NOW AVAILABLE!". Below these are six main navigation tabs: "people", "businesses", "assets", "licenses", "courts", and "my account". The "people" tab is active and contains a list of search options: "Person Search", "Advanced Person Search" (circled in red), "People at Work", "InstantID", "People in the News", and "Death Records". A red arrow points from the text "Click here." to the "Advanced Person Search" link. Other tabs include "businesses" (Business Search, Corporation Filings, etc.), "assets" (Motor Vehicles, Property Assessments, etc.), "licenses" (Driver Licenses, Professional Licenses, etc.), "courts" (Bankruptcy, Criminal Records, etc.), "my account" (Summary, Change Password, etc.), "phones" (Phones Plus, Basic Lookup, etc.), "health care" (Provider Search, etc.), "batch" (People Batching, InstantID Batch, etc.), and "security" (Security Center, etc.). The LexisNexis logo is at the bottom right.

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Step 6: The Permitted Use Certification page loads. Users must select one purpose for before searching for a person. There is no selection preference; however, as a state employee, case managers can choose **Click to Continue Use by Person Holding a Legal or Beneficial Interest Relating to the Consumer** or **Click to Continue Legal Compliance**.

Permitted Use Certification

This service may contain information governed by the Gramm-Leach-Bliley Act (GLBA). In accordance with the GLBA, **PLEASE SELECT** the purpose for which you intend to utilize this information. The purpose you select will govern this entire session. If the purpose for which you are conducting searches changes, you will need to exit the system, re-login, and select another purpose.

[Click to Continue Transactions Authorized by Consumer](#)
As necessary to effect, administer, or enforce a transaction requested or authorized by the consumer

[Click to Continue Transactions Authorized by Consumer \(Application Verification Only\)](#)
As necessary to effect, administer, or enforce a transaction requested or authorized by the consumer by verifying the identification information contained in applications for employment, housing, or insurance

[Click to Continue Law Enforcement Purposes](#)
To the extent specifically permitted or required under other provisions of law and in accordance with the Right to Financial Privacy Act of 1978, to law enforcement agencies, self-regulatory organizations, or for an investigation on a matter related to public safety

Click Here → [Click to Continue Use by Persons Holding a Legal or Beneficial Interest Relating to the Consumer](#)
For use by persons holding a legal or beneficial interest relating to the consumer

[Click to Continue Use by Persons Acting in a Fiduciary Capacity on Behalf of the Consumer](#)
For use by persons acting in a fiduciary or representative capacity on behalf of the consumer

OR

[Click to Continue Fraud Prevention or Detection](#)
For use to protect against or prevent actual or potential fraud, unauthorized transactions, claims, or other liability

[Click to Continue Required Institutional Risk Control](#)
For required institutional risk control, or for resolving customer disputes or inquiries

Click here → [Click to Continue Legal Compliance](#)
For use to comply with Federal, State, or local laws, rules, and other applicable legal requirements

[I Have No Permissible Purpose](#)

By inputting your response and proceeding with your search, you hereby certify to Seisint, Inc. that you are in, and assume full responsibility for, compliance with the GLBA, and in accordance with the Public Records Products Application and Agreement, you agree to indemnify, defend and hold Seisint, Inc., its affiliates and assigns, harmless from any breach of the GLBA by you, your agents or contractors and any damages, fees and costs associated therewith. Information from this file may not be used for a permissible purpose as defined by the Fair Credit Reporting Act.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 7: The DPPA Permitted Use Certification page loads. Click the **Click to Continue Court, Law Enforcement, or Government Agencies** hyperlink.

Click Here → [Click to Continue Court, Law Enforcement, or Government Agencies](#)
Use by a court, law enforcement agency or other government agency or entity, acting directly on behalf of a government agency.

[Click to Continue Motor Vehicle Safety or Theft](#)
Use for any matter regarding motor vehicle or driver safety or theft (except by motor vehicle manufacturers).

[Click to Continue Use in the Normal Course of Business](#)
For use in the normal course of business but only to verify the accuracy of personal information submitted by the individual to the business; and if the submitted information is incorrect, to obtain the correct information, but only for the purposes of preventing fraud by, pursuing legal remedies against, or recovering on a debt or security interest against, the individual.

[Click to Continue Civil, Criminal, Administrative, or Arbitral Proceedings](#)
Use in connection with a civil, criminal, administrative, or arbitral proceeding, including the service of process, investigation in anticipation of litigation, the execution or enforcement of judgments, or compliance with the orders of any court. ⓘ

[Click to Continue Commercial Driver's License](#)
Use by an employer or its agents or insurer to obtain or verify information relating to a holder of a commercial driver's license that is required under chapter 313 of title 49 of the United States Code.

[Click to Continue Insurance](#)
Use by an insurer or insurance support organization, in connection with claims investigation activities or antifraud activities.

[Click to Continue Licensed Private Investigative or Security Services](#)
Use by a licensed private investigative agency, or licensed security service, for a purpose permitted above.

[I Have No Permissible Purpose](#)

By inputting your response and proceeding with your search, you hereby certify to Seisint, Inc. that you are in, and assume full responsibility for, compliance with the DPPA and you agree to indemnify, defend, and hold Seisint, Inc., its affiliates, and assigns harmless from any breach of the DPPA by you, your agents, or contractors and for any damages, fees and costs associated therewith. Information from this file may not be used for a permissible purpose as defined by the Fair Credit Reporting Act.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 8: The Person Search page loads. Enter the Last and First name of the person. If additional information is available, please include all other appropriate fields. (Include as much information as is known about the individual in the text boxes)

Step 9: Click the **Search** button.

24/7 Search and Technical Assistance 1-800-543-6862
[Main Menu](#) | [My Account](#) | [Print](#) | [Contact Us](#) | [Log Out](#)

People Health Care Businesses Assets Licenses Phones Courts

ADVANCED PERSON SEARCH

Last Name First Name Middle Name SSN
MARSUPIAL MARK

Street Address City State Zip

Phone DOB Age Range

Additional Subject Information
Other Last Name Other City Other State Other State

Relative First Name Other Relative First Name

Phonetic Search: Strict Search:

Output Type: Formatted HTML Cut and Paste / Printer Friendly Text (No Reports)

Important: The Public Records and commercially available data sources used in this system have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Search **Click here.**

Clear

Reference Code:

Click for Search Tips:
Subject/Relative Search
Multiple Name Search
Previous State Search
Previous City Search
Name / SSN Search
Initials Search
Partial Address Search

** Enter search parameters and click SEARCH **

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 10: After search has been initiated, the system refreshes with possible matches. If no records are found on the individual, this will be noted at the bottom of the frame. There will not be a charge unless records are found. If too many records are found (this happens with very common names), you will get a text box letting you know that there were too many records to draw from. When this happens, you will need to put in additional identifiers to help narrow your search.

From the list, you will select the reference name that most likely represents the individual you are searching for. Carefully check the date of birth to be sure the individual is in the age range of the person you are searching for. Click the "Dates" column. These dates represent the period that the record was added to Accurint. Select the most recent date range.

To run the reports, click on the paper icon left of the person's name.

Person Search - Microsoft Internet Explorer

Address: https://secure.accurint.com/app/ops/main

Phone: [] DOB: [] Age Range: [] [Clear]

Reference Code: []

Search for other possible name spellings Include Bankruptcies

Output Type: Formatted HTML Cut and Paste / Printer Friendly Text (No Reports)

Important: The Public Records and commercially available data sources used in this system have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Search completed **Records: 1 to 2 of 2**

SEARCH: Last Name: MARSUPIAL First Name: MARK [Edit Search](#) | [New Search](#)

| Click Icons Below To Run a Report | All | Full Name | Age/DOB | Address | Dates | Phone Information | Click Icons Below To Run a Report |
|-----------------------------------|-----|-------------------------------|--------------------|---|-----------------|-------------------|-----------------------------------|
| | | MARK MARSUPIAL 351-76-2213 | 33 Apr 15, 1975 | 401 N LAZY LAKE RD ANN ARBOR MI 48104 | Oct 99 - Mar 09 | | |
| | | MARK MARSUPIAL 351-76-2213 | 33 Apr 15, 1975 | 20 N SOUTH ST APT 106 YPSILANTI MI 48197 | Oct 95 - Oct 99 | | |

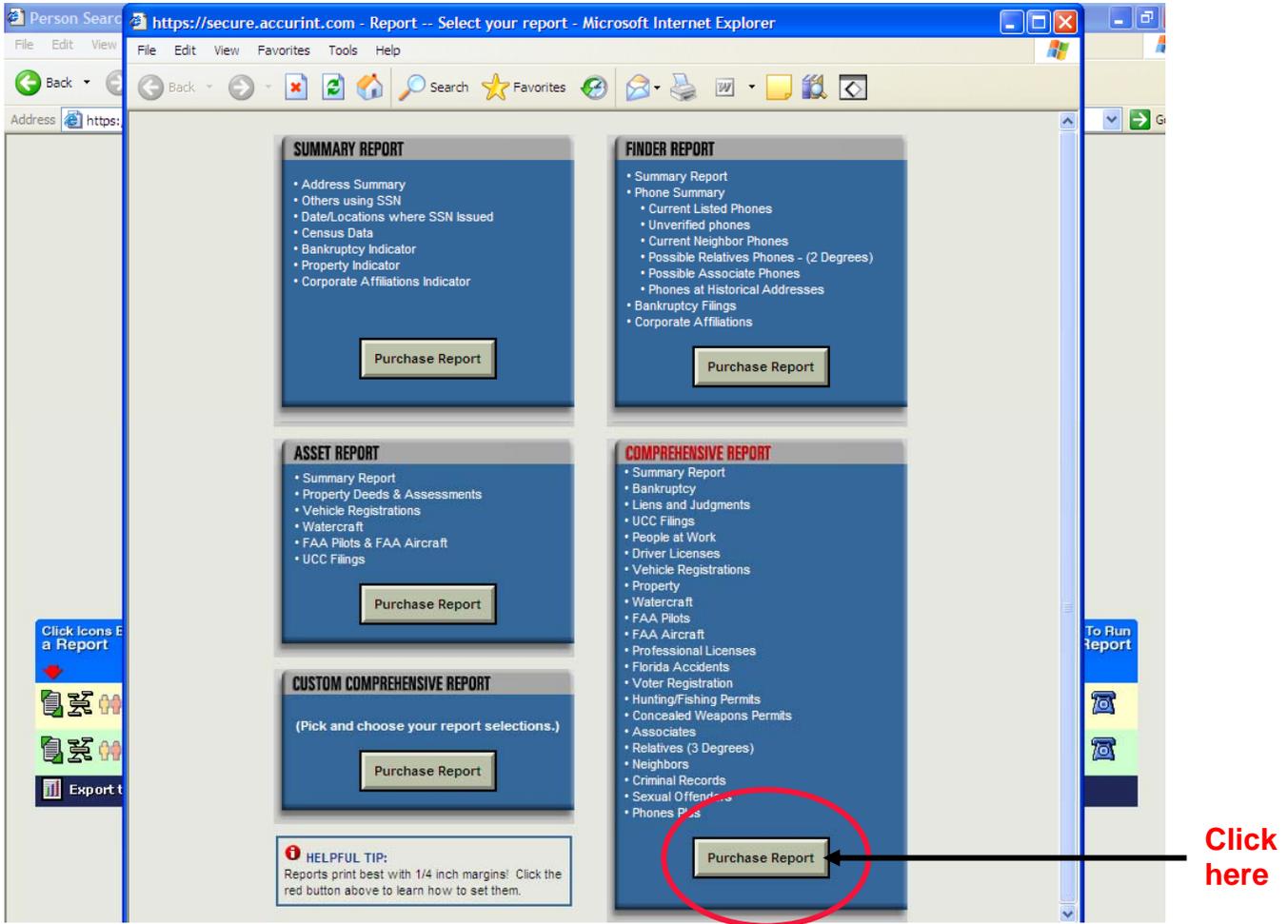
Records: 1 to 2 of 2

SEARCH: Last Name: MARSUPIAL First Name: MARK [Edit Search](#) | [New Search](#)

Your DPPA Permissible Use: Court, Law Enforcement or Government Agencies
Your GLBA Permissible Use: Authorized by Consumer

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 11: The report page loads. This page allows the user to select the type of report to view search information. For the purpose of maximizing the information collected from the person search, click on the **Purchase Report** button on the Comprehensive Report tab.



Note: There is an existing contractual relationship between DFCS and Accurant to cover the cost for person searches. The comprehensive report includes all options available.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 12: The Comprehensive Report Options page loads. Users have the option of selecting information to be included in report.

Users also have the option to select neighbors' and relatives information.

Click the **Purchase Report** button.

The screenshot shows the 'Comprehensive Report Options' page in a Microsoft Internet Explorer browser. At the top, there is a 'Purchase Report' button. Below it is a table with the following information:

| Name | Address | Phone | SSN | DOB | AGE |
|----------------|--|-------|-------------|------------|-----|
| MARK MARSUPIAL | 401 N LAZY LAKE RD ANN ARBOR MI 48104 | | 351-76-2213 | 04/15/1975 | 33 |

Below the table is a large form with various checkboxes for report options. The 'Neighbors' and 'Relatives' sections are circled in red. The 'Neighbors' section includes options for 'Include Neighbors for' (set to 4) and 'Include' (set to 6) neighbors for each address. The 'Relatives' section includes an option for 'Degrees of Separation' (set to 3). Annotations on the left side of the page include:

- A red arrow pointing to the 'Neighbors' and 'Relatives' sections with the text: **Neighbor and Relative Information**
- A red arrow pointing to the 'Neighbors' section with the text: **Click on Information to include**

At the bottom of the page, there is a 'Select Report Type' dropdown menu set to 'Interactive Web Page', a checkbox for 'Prompt me for these options for each report' (checked), and a checkbox for 'Save report for later access' (unchecked). On the right side, there is a 'To Run Report' button.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Step 13: The Comprehensive Report page loads. This report provides vital information which can be used to the purpose of identifying and/or locating parents and relatives (e. g. aliases, current and previous address, current and previous telephone and cell phone numbers, persons that are connected to the person you are searching, possible criminal records, voter registration, etc.

This report should be used for the sole purpose of conducting a diligent search on behalf of children serviced by the DFCS. It is not a conclusive effort; however, is a tool used to support case work efforts.

The screenshot shows a Microsoft Internet Explorer browser window displaying a 'Comprehensive Report' from Accurint. The browser's address bar shows the URL: https://secure.accurint.com - Comprehensive Report - Microsoft Internet Explorer. The report content includes a disclaimer, permissible use information, and a legend. The main report data is organized into three columns: Subject Information, AKAs, and Indicators. Below these is an Address Summary section.

Important: The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Your DPPA Permissible Use: Court, Law Enforcement, or Government Agencies
Your GLBA Permissible Use: Transactions Authorized by Consumer

Comprehensive Report

Comprehensive Report
Date: 04/09/09

Report processed by:
GA Dept of Human Services, Div Of Family & Children Services
2 Peachtree St
Atlanta, GA 30303
404-463-7285 Main Phone

Report Legend:
S - Shared Address
D - Deceased
✓ - Probable Current Address

| Subject Information | AKAs (Names Associated with Subject) | Indicators |
|--|--------------------------------------|--|
| Name: MARK MARSUPIAL Date of Birth: 4/15/1975 Age: 33 SSN: 351-76-2213 issued in Illinois between 1/1/1986 and 12/31/1987 View All SSN Sources | [No Data Available] | Bankruptcy: Yes Property: Yes Corporate Affiliations: Yes |

Address Summary

[401 N LAZY LAKE RD, ANN ARBOR MI 48104, WASHTENAW COUNTY](#) (Oct , 1999 - Mar , 2009)
[No Data Available]

[20 N SOUTH ST APT 106, YPSILANTI MI 48197, WASHTENAW COUNTY](#) (Oct , 1995 - Oct , 1999)
[No Data Available]

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

On using Accurint ...

You will find that Accurint is an enormous help. Frequently, no further search methods are necessary. However, sometimes, Accurint reports represent older, historical address information and the individual likely has moved on.



Accurint draws heavily from public information that is self-reported by the individual. Accurint also draws from public and professional licenses and property records. Since many of the individuals that we are searching for do not fall into these categories, we are sometimes unable to pick up current location information.

Due to the varying confidentiality laws of different states, you will find that some states allow more data to be reported than others.

You cannot rely on the driver license address that is shown in these reports as being accurate. Many of the people that we are searching for do not update their address with the Drivers License Bureau when they move.

Accurint is extremely helpful in finding a person's social security number if one is not available. Just select State/Last Name/First Name or Last Name/Date of Birth or any of the search combinations that are listed.

Accurint is an excellent tool for finding a person's new married name.

ACCURINT'S ADVANCED PERSON SEARCH

Accurint's Advanced Person Search is designed for "piece part" information. Sometimes we only have bits and pieces of information.

If you are looking for "John Swanson from Texas" and the only information that you have is that he is about 30 years old and his mother's first name is "Margaret", don't give up. Put in this "piece part" information and you'll be amazed at what this powerful search will do for you.

Please review these training tips that are provided by Accurint as part of their on-line training regarding the Advanced Person Search:

QUICK START

First, try to locate the subject using one or more of the following search techniques:

1. **If you know the subject's Social Security Number, use it alone in your first search.** Even though SSNs are the most reliable identifier for an individual, they are not 100 percent dependable because some records may not contain a subject's SSN. Therefore, a record for an individual may not appear when searching using SSN only. Conducting a second search using Name and State provides additional coverage.
2. **Search using Last Name, First Name, and State.** If too many records are returned, try adding a City or State. You can also use a partial first name. Adding criteria not already used, such as first name, middle name or initial, DOB, city, state, ZIP code, or age range, refines a search. The more criteria you provide the more precise (narrow) the results will be.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Keep in mind that some records may not contain a middle name or initial, so providing one could eliminate records that you may want included.

If you are unsure of the subject's proper first name, try using a variation of the name. Accurant's ***intuitive automatic nickname*** feature will return results matching the subject's proper first name. If you are unsure of the spelling of a person's name, try checking the **PHONETIC SEARCH** box which will search for phonetic variations of the subject's name if no exact match is found.

3. **Start using a Telephone Number.** You may use seven digits, with or without a State.
4. **Search using a Last Name, First Name, State, and full or partial Date of Birth (DOB). A DOB may be entered in several formats: mm/yyyy, mm/dd/yyyy, or yyyy alone.**

For example:

- 1). Month and Year: (04/1963)
- 2). Month, Day and Year: (04/23/1963)
- 3). Year only (1963)

In the event that a Subject's complete DOB is unknown, searching by mm/yyyy or yyyy format may prove to be helpful.

5. **Search using a DOB and First Name.** If more records are returned than are practical to review, refine your search by adding a City and State or Zip Code.

Searching Deeper

Advanced Person Search allows you to include additional information about your subject, such as a relative name or previous state of residence, or even use partial information you may have, to more accurately pinpoint where they may be located.

1. **Search using your subject's name and the first name of a relative.** For example, if you are looking for John Doe and you know he has a relative with the first name of Jane.
2. **Search using your subject's name and include a name they have previously used or may be currently using.** For example, Jane Doe may have been previously known as Jane Smith.
3. **Search using your subject's name and state of residence as well as any previous state or states (maximum of two) in which they may have resided.** For example, Jane Doe in Florida and previously resided in Connecticut and Rhode Island.
4. **Search using your subject's name, city and state and include the name of another city and state in which they may have lived.** For example, Jane Doe in Sunrise, Florida, and Tallahassee, Florida.
5. **Search using your subject's name and the last four digits of their Social Security Number.** For example, Jane Doe and 1234. You may even use a partial first name.
6. **Search using your subject's last name and first and middle initials** For example, J.D. Doe.
7. **Search using your subject's name and partial street address.** For example, Jane Doe on Main Street, Anywhere., GA.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

ACCURINT HELPFUL SEARCH TIPS

TOO MANY RECORDS FOUND

If your search returns the following message: **“Search completed. Too many records found.”** There is no Charge for this search. It means the search criteria results in more than 1,000 records. Try narrowing the list of results by adding search criteria.

EXPAND LIST OF RESULTS

If too few or no results are returned, loosen the criteria by removing the most precise or uncertain criteria (e.g., middle name or initial, date of birth, city).

NON-SSN SEARCHES

Non-SSN searches do not always return all records associated with the Subject. In order to ensure all records for the Subject are returned, you must identify at least one record that has a high level of confidence to be the Subject’s record (see “Find a Subject in the Displayed List”). **CLICK** on that record’s SSN to return the optimal results; that is, all records associated with the Subject including the current address and telephone number.

FIND A SUBJECT IN THE DISPLAYED LIST

Identify the number of unique persons by examining the SSNs. For each individual, examine their records to determine if the displayed age, geographic regions, middle name or initial, or first name fit get the optimal set of results including the current most probable address and phone number. Initiate a Report for the Subject by **Clicking** on the **Run a Report** icon on the left-hand side and following the prompts.

INDICATORS

If your search returns icons to the right of the subject’s address, that is an indication that Accurint has found additional information about your subject using Accurint’s advanced linking capabilities. The icons that may be present may indicate property assessment records; motor vehicle records, or People at Work records. Clicking on the icon will launch the search automatically.

ACTIVE TELEPHONE NUMBER

When the word “Active” appears to the right of a telephone number that indicates the telephone number is currently active at that address. This is particularly helpful if multiple telephone numbers are returned for one address.

BLUE CHECK MARK FOUND

The blue check mark to the left of a subject’s address indicates a probable current address. On records with a blue check mark, you will also see the word “Current” under the locate Index column found to the right of any telephone information or additional search indicators. Records without a blue check mark will have either the word “Probable” or “Historic”. If a subject is found but has no blue check mark to indicate the most likely current address, you can try to find a subject through associates, landlords, relatives, or neighbors. Initiate a Report for the Subject by **Clicking** on the **Run a Report** icon on the left hand side and follow the prompts. When a report is generated, scroll down to find the relevant individuals.

DECEASED SUBJECTS

If your results are returned with a red “D” to the left of the subject’s name that means that the Subject has been reported “Deceased”. Move your mouse over the “D” to view the date of the death. For deaths reported since 2001, there may also be a “P” which would mean that proof, such as a death certificate, has been filed with the Social Security Administration, or a “V” which would mean that the death has been verified by a family member.,

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Accurint Provides Help with Hardly Any Information... Don't give up!

You can often find someone with hardly any information. Here's an example.

Our client, Dana Bradley, met a fellow whose nickname was "Slick" and whose last name was Schmidlepsi while on vacation and 9 months later little Johnny Schmidlepsi was born. "Slick" Schmidlepsi was rumored to be from Lake County, Illinois. Dana could not remember anything else about him, other than the fact that he was a white male approximately 30 years old.

In this case, you will want to search by County and Last Name. Just enter "Lake County, Illinois" and "Schmidlepsi" for the last name. One Schmidlepsi is 87 years old so skip him. The other one was born in June of 1972 and has a prior address in Wildwood in Decatur County, Georgia. We may have found our man because Dana lived in Decatur County!

Pull a Comprehensive Report on him. Now, you find out all kinds of valuable information on this character and it gets more exciting! The latest information shows Michael Schmidlepsi, A/K/A "Slick" Schmidlepsi is now living in Maryland and has an address of 387 Surf Blvd., Ocean City, Maryland. Use **www.whitepages.com** to check out 387 Surf Blvd., Ocean City, Maryland. You find out that this is the address for "Charlie's Crab House. Accurint provides the phone number for Charlie's Crab House. Is Slick employed here?

Accurint also provides a different phone number that is associated with Slick. Again, check this number out at **www.whitepages.com**. This phone number belongs to a Linda Smith in Ocean City, MD. Is this a new girlfriend or a roommate?

At this point, you may want to put on your sleuth hat and call Charlie's Crab House. If they say that "Slick" will be in at 4:00 PM, you know you probably found your man.

TOOLS AND TIPS FOR COMPLETING A DILIG

The Internet



ADDRESS and TELEPHONE SEARCH

Check local telephone directories and online directories. The following Web sites can perform business searches and basic people searches by name or by reverse look-up.

- A reverse look-up usually allows the case manager to obtain the name of the person from a telephone number, but some sites, such as www.whitepages.com, also offer a reverse look-up by address.

Many search sites are owned or powered by the same company and therefore gather information from the same database. For example, if you conduct a search for Aaron Smith in Savannah, GA on www.whitepages.com and www.address.com, you will get the exact same five results because both of these Web sites tap into the same database.

So that you won't keep searching the same database, the Web sites listed here are grouped by the databases that they access. Most search Web sites access a separate database for their people and business searches. In these cases, it is clearly noted so you can be sure to search more than one database for any search you are conducting.

Web sites powered by WhitePages.com – These are primarily people searches as their business sections are powered by other companies, as noted:

| | |
|--|--|
| www.whitepages.com | Business search powered by superpages.com |
| www.whitepages.ca | Business search powered by superpages.com |
| www.411.com | Business search powered by yellowpages.com |
| www.address.com | Business search powered by superpages.com |
| www.phonenumber.com | Business search powered by superpages.com |

Web sites owned by Idearc Media - These are primarily business searches as their people searches are powered by other companies, as noted:

| | |
|---|--|
| www.superpages.com | People search powered by WhitePages.com |
| http://www22.verizon.com/Residential/LookupTools/ | Forwards to superpages.com. Verizon Yellow Pages are also owned by Idearc Media. |
| www.switchboard.com | Non-business searches powered by Intelius.com. |
| www.infospace.com | Forwards to superpages.com. |

Web sites owned by AT&T:

| | |
|--|--|
| www.yellowpages.com | Primarily a business search tool (the people search on this Web site is powered by White pages.com). |
| www.anywho.com | Business search powered by yellowpages.com. People search draws from local telephone directory assistance records. |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Pay only Web sites:

www.locateamerica.com

All results by fee only.

www.ussearch.com

This Web site will show very general results, but requires a fee for all identifying information. Simplest premium results only \$1.95.

The following Web sites offer maps and directions. These can help reveal any patterns in the subject's choices of residence or verify that an address is valid.

www.maps.yahoo.com

www.randmcnally.com

www.mapquest.com

www.maps.google.com

www.maps.excite.com

www.expediamaps.com

www.MapsOnUs.com

Zip Code Links

www.usps.com

www.melissadata.com

www.areaconnect.com

www.bigbook.com

ONLINE SEARCH ENGINES/SOCIAL NETWORKS

Web Sites:

The following Web sites are more general resources to aid in your search. For example, these search engines can be used to locate Web sites and contact information for government agencies that you may need to contact or to see if the subject's name is posted anywhere on the web.

www.google.com

www.yahoo.com

www.goodsearch.com

Donates to charity every time you search, powered by Yahoo! Search

www.ask.com

www.myspace.com

www.facebook.com

These search engines are owned by InfoSpace, Inc. They draw results from many leading search engines at once (Google, Yahoo, Live Search, Ask):

www.dogpile.com

www.metacrawler.com

www.webcrawler.com

www.webfetch.com

Caters to English-speaking Europeans

The following Web sites are search engines or databases designed specifically for locating people and public records:

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

www.intelius.com

Intelius powers many other Web sites' search sections and also has its own home Web site with a comprehensive list of search types. Searches will yield limited simple results. Most identifying information is only available with a fee. Some of the sites that draw from Intelius' database include:

www.peoplelookup.com

www.publicrecordfinder.com

All national and state-wide searches on this site are handled by Intelius. The site also offers links for WORLDWIDE searches.

www.backgroundcheckgateway.com

www.reversephonedirectory.com

www.zabasearch.com

A search engine: its simple searches pool from many sources of public record information for free. Only its premium searches are provided by Intelius.

www.integrascan.com

Specializes in criminal record and background checks, but its database also covers public records. Can search by name, state and social security number. Name and address results are free. More detailed results are available for a fee.

www.searchsystems.net

Large searchable database. It also provides links to many different types of searches by topic and by geographic location. Some searches are free, and some require a paid subscription to the site's DirectPass section.

www.knowx.com

A search engine: only very simple searches are free; "Detail Records" require a fee, which the site identifies.

www.censusfinder.com

Provides scores of links to genealogy and other people search Web sites. It does not have its own internal search engine or database.

www.virtualgumshoe.com

Run by and aimed at private investigators. It provides many links to public information databases. Its people and criminal background searches are available for a fee. You can search for public record links by key words.

www.searchbug.com

Provides cumulative search of most popular search engines like Google, Yahoo!, MSN Search, etc. Also features original "People Finder" search, but many results only available with a fee. Under "Research Tools," it has some unusual searches such as email verification and

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

a reverse IP address search. Business search supported by SuperPages.com.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

BUREAU OF CHILD SUPPORT ENFORCEMENT

The SPLS and FPLS are computerized national location networks operated by the Bureau of Child Support Enforcement/Georgia Department of Human Resources that provide address and social security information to State and local Child Support Enforcement agencies. This information is provided only to authorized users for the purpose of locating non-custodial parents, establishing paternity, enforcing child support obligations and assisting persons in completing diligent searches.

Taking full advantage of this data source is of the utmost importance to your success. Do not hesitate to contact Child Support Enforcement. They stand ready to assist you in any way possible as we all work together to improve the lives of Georgia's children.

The SPLS and FPLS utilize a number of powerful sources in its mammoth database, the most valuable being The National Directory of New Hires (NDNH). This database continues to be the largest and most comprehensive repository of employment information dedicated to locating non-custodial parents that is available in the country. New Hire Reporting began in October 1997 when all employers were required to report information on newly hired employees to a designated State agency within 20 days of the date of hire. All states feed their new information into a common database that is shared for purposes of locating missing parents. Most states issue fines for employers who fail to report new hires to NDNH.

If information you receive from the CSE does not help locate the individual you are searching for, repeat the process in 3 weeks.

The FPLS and SPLS are excellent state-of-the-art tools that are highly effective.

However, the CSE folks are mighty busy with requests from all over the State. They would like you to run an Accurant Report first before you fax a request to them.

This site provides links to all each state Child Support Service Websites.

<http://research.lawyers.com/State-Child-Support-Service--Enforcement--Websites.html#two>

Federal Parent Locator Service

- Go to the Federal Administration link on the Children and Families Web site listed below.
- Under ACF Services Click More
- Under Child Support, Click on "Federal Parent Locator Service"

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

UNITED STATES POSTAL SERVICE (USPS)

Expected Response Time: 1-2 weeks

Instructions:

- Send the U.S. Postal Service's "Request for Change of Address Needed for Service of Legal Process" or "Address Information Request" form, along with a self-addressed stamped envelope, to the postmaster of the person's last known address.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

- Ask the local post office for these forms, as they are not on the Web site.
- **Sample Request for Change of Address or Box holder (Attachment G)**
- **Sample Postmaster Letter (Attachment H)**

The “Address Information Request” form requires the signature of an official from the county children and youth services agency.

If not sure of street address, send request to:

Phone:

Customer Service of USPS:

800-ASK-USPS [800-275-8777]

Address:

Contact the local post office of the person’s last known address and request forwarding address information.

Web site:

www.usps.com

Provides phone, address and name listings across the country.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

SAMPLE POSTMASTER LETTER

[Date]

Postmaster

[Address]

VIA FACSIMILE: [xxx-xxx-xxxx]

Dear Sir or Madam:

I am an agent of _____ County Children and Youth Services, which is a public agency of the County of _____, that receives and provides for the care of children. The Agency is supervised by the Department of Human Resources (DHR) and operates in accordance with standards established by the Department.

One of the standards established by the Department mandates that we perform Diligent Searches in an attempt to locate missing parents of any child placed in our care and notify them of their child's situation.

As such, I have been provided with information regarding a missing parent of a dependant child and the Court mandates that we ascertain whether you have a current address for her or him.

In order to document for the Court that a Diligent Search was conducted, I will need a written response to this request. Therefore, whether you can locate an address or not, please inform me in writing of the results of your search on the enclosed Postal Attachment. I am also enclosing a self-addressed stamped envelope for your convenience. Thank you very much for your assistance.

Sincerely,

[Name],

[Title]

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Postmaster _____

Date _____

City, State, Zip Code

Request for Change of Address or Box holder Information Needed for Service of Legal Process

Please furnish the new address or the name and street address (if a box holder) for the following:

Name: _____ Address: _____

NOTE: The name and last known address are required for change of address information. The name, if known, and post office box address are required for box holder information.

The following information is provided in accordance with 39 CFR 265(d)(ii). There is no fee for providing box holder information. The fee for providing change of address information is waived in accordance with 39 CFR 265(d)(1) and (2) and corresponding Administrative Support Manual 352.44a and b.

1. Capacity of requester (e.g. process server, attorney, party representing himself) _____
2. Statute or regulation that empowers me to serve process (not required when requester is an attorney or a Party acting *pro se* - except a corporation acting *pro se* must cite. _____
3. The names of all known parties to the litigation _____
4. The court in which the case has been or will be heard: _____
5. The docket or other identifying number if one has been issued: _____
6. The capacity in which this individual is to be served (e.g. defendant or witness): _____

WARNING

THE SUBMISSION OF FALSE INFORMATION TO OBTAIN AND USE CHANGE OF ADDRESS INFORMATION OR BOXHOLDER INFORMATION FOR ANY PURPOSE OTHER THAN THE SERVICE OF LEGAL PROCESS IN CONNECTION WITH ACTUAL OR PROSPECTIVE LITIGATION COULD RESULT IN CRIMINAL PENALTIES INCLUDING A FINE OF UP TO \$10,000 OR IMPRISONMENT OR (2) TO AVOID PAYMENT OF THE FEE FOR CHANGE OF ADDRESS INFORMATION OR NOT MORE THAN 5 YEARS, OR BOTH (TITLE 18 U.S.C. SECTION 1001).

I certify that the above information is true and that the address information is needed and will be used solely for service of legal process in connection with actual or prospective litigation.

Signature Address _____
City, State, Zip _____

Printed Name

FOR POST OFFICE USE ONLY

- ____ No change of address order on file
____ New Address or Box holder's Name and Street Address
____ Not known address given
____ Moved, left no forwarding address _____
____ No such address

POSTMARK _____

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

[INMATE LOCATOR SEARCH](#)

If a parent was or may currently be incarcerated, start by checking the local county jails.

Local/ County Jail

www.georgiasheriffs.org

Georgia Sheriff's Association

www.crime.about.com/od/agencies/a/agencies_ga.htm

GA Law Enforcement Agencies

Other State Prisons:

Web site:

www.ancestorhunt.com/prison_search.htm

This Web site will give you other state and local correctional facilities.

www.prisonsandjails.com

Fee required

www.inmatesplus.com

Free inmate locator

<http://investigative.on.ca/prison.htm>

Leads to other states' departments of corrections.

www.corrections.com

Probation and Parole

Instructions:

Contact the probation or parole department in the last known city or state of the subject of your search. The contact information for these offices will be on the city or state's official government Web site, which can be located by a Google search. The information about whether the subject is on probation or parole can be delivered over the telephone.

You can also contact the officer assigned to the subject. If the subject is complying with their court-ordered services, the officer will likely have the subject's current address and telephone information. This information will often be released over the telephone or if you provide a request on the letterhead of your agency.

If the subject on probation or parole is missing and noncompliant, you may still be able to get the last known address in their files.

Also, you may be able to expedite your search by cross-referencing your search efforts with that of the officer's. Sometimes the local department prohibits releasing identifying information, but the officer may be willing to contact the subject on your behalf or to forward mail to his or her address.

*You should have already searched the Georgia Board of Pardon and Paroles.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

CRIMINAL HISTORY RECORD CHECK

Check your local county probation office. Parents may be on probation and are required to immediately report to a probation officer changes in personal information.

Megan's Law – All sexual offenders are required to register with their local police department. Go to the National Sex Offender Public Registry Web site for more information

National Alert Registry (NAR) was designed to provide information about sexual offenders. By providing your zip code, NAR can search your area and notify you if a sexual offender has moved into your community. For a \$10 fee, you may also obtain a complete profile of the sexual offender. This report provides identifying information, including address, detailed map, conviction information, offense details, photos and full names and aliases.

Criminal Searches – Provides a criminal history check on persons in the United States, not including U.S. Territories. This site has different search tools such as:

- **Criminal History Check:** A free search that is used to find a criminal record on a person in any state, not including U.S. Territories. The site also provides a tool for an advanced search to insert more identifying information such as middle initial, county and year of birth to narrow the search results.
- **Neighborhood watch:** can be used by looking up any address. The search then provides the names of persons with criminal backgrounds within the radius of the address. You can view the details of person with the criminal background by clicking on the view details tab. For an extended report on the individual, the site will direct you to www.peoplefinder.com where a full background check can be completed for a fee.
- **Sex Offender Finder:** Essentially the same tools as the neighborhood watch; however, it provides the name, picture and last known address of registered sex offenders within the radius of the address searched.
- **Criminal Alerts:** Free tool that allows a person to register for an account to add or delete names to receive monthly criminal background alerts for person added to their list. The downside to this list is that it allows only for 5 names to be entered at a time.

Web sites:

www.meganslaw.com

www.nsopr.gov

www.nationalalertregistry.com

www.ujportal.uscourts/main

www.criminalsearches.com

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

MILITARY

Instructions:

If the person is or may be in the military:

- Send a letter to the National Personnel Records Center or the appropriate military branch and include a fee of \$5.20 (except for Army searches, which are free) with a self addressed envelope
 - **Sample Letter for Military Search (Attachment L)**
- Go to the National Archives Web site to download a military record request form (SF-180 Form).

Address:

National Personnel Records Center
9700 Page Avenue
St. Louis, MO 63132

Army:

Commander
U.S. Army Enlisted Records and Evaluation Center
Attention: Worldwide Locator
8899 East 56th Street
Indianapolis, IN 46249-5301

Coast Guard:

Commandant
U.S. Coast Guard
2100 Second Street, S.W.
Washington, DC 20593

Marines:

Commandant of the Marine Corps (MSSB10)
Headquarters, United States Marine Corps
2008 Elliot Road, Suite 201
Quantico, VA 22134-5030

Navy:

Navy Personnel Command (NPC-312)
Attention: LCDR David Fisher
5720 Integrity Drive
Millington, TN 38055-3120

Air Force:

HQ AFPC/MSIMDL
550 C ST W ST 50
Randolph AFB, TX 78150-4752

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Web site:

www.archives.gov/research/order/standard-form-180.pdf

NEWSPAPER

Instructions:

Check local and area newspapers to find out when or if a death announcement ran in the newspaper and check with libraries or web sites to find past newspapers.

Parent may be listed in criminal section or in local news.

Web site:

<http://www.georgialibraries.org/directories/publiclibdir.php>

Links to all Pennsylvania libraries that have web sites

www.newspapers.com

Links to national newspapers.

www.newspaperlink.com

Links to national and international newspapers

REAL ESTATE AND LANDLORDS

Instructions:

Some counties have Web sites that list the names of property owners.

Talk with landlords in your area. They may be very willing to help you, as they may be looking for the same person.

Web site:

<http://www.gsccca.org/Search/RealEstate> Georgia Real estate Index

ADDITIONAL INTERNET SOURCES

Shelter Search

Check in your area for local shelters. Speak with the coordinator in charge. They may not be able to tell you if the particular individual is there, but may be willing to leave messages for the person.

www.ancestry.com

Information from the Social Security Death Index
Georgia Courts

www.georgiacourts.org

State Bar of Georgia

www.gabar.org

Official site of the American Red Cross. This site helps you locate people in the aftermath of national disasters. This is one of the largest consolidated family links websites with the most current information available, however due to the relocation of movement of evacuees, location information may not be complete, current or correct.

www.redcross.org

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

www.katrinSAFE.com

An American Red Cross site, www.katrinSAFE.com assists with locating individuals who may have been affected by Hurricane Katrina.

<http://www.siteselection.com/directories/utilities/>

Locates utility companies nationwide.

http://www.virtualchase.com/topics/introduction_public_records.shtml

This free website is hosted by Ballard, Spahr, Andrews & Ingersoll, LLP and is designed to assist legal professionals doing research. It has nearly everything, including...

- Listing of free public records sites
- Civil Court records by state
- Cemeteries of the United States
- Sex Offenders
- Telephone directories of the US, Canada, and all over the world
- Inmate locators
- How to order birth, death, marriage & divorce records for all states

www.virtualgumshoe.com

Free resources for investigators. Also has a warrants directory by state/county plus more.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

PUBLIC RECORDS ON LINE

Searching public records is getting easier and faster each day. Now, there is software that dredges and sifts through public documents.

Public records are records or incidents of actions filed or recorded with a government agency. Everyone leaves a trail of information that begins on the day they are born with their birth certificate. Your listed telephone number in the phone books is an example of a public record.

Searching public records takes time and patience. Finding court records online from state or county levels is a challenge, and varies from state to state. There are scattered county courts that have implemented their own online systems. Other counties are ten years behind them and one must go to the courthouse to search. However, more and more states and counties are putting their public records on line each day. Counties are reaping large savings by hosting records on line because it saves them a great deal of clerical time.

There are many records – some accessible, some accessible with restrictions, and some inaccessible, that create a unique identity. Staying “on the trail” takes persistence. Delving into public records will solve many a case for you. Aside from diligent searches, if you have any friends who are venturing into “on-line dating”, you may want to advise them to check out public records on candidates to find out criminal and marital status, as well as bankruptcy filings.

Most state websites have links to county records. All state home pages are shown like this:

Florida www.state.fl.us

Georgia www.state.ga.us

Illinois www.state.il.us

Maine www.state.me.us

INTERNATIONAL SEARCH

International searches can seem difficult or intimidating when you first begin. This section was created to help you search outside the United States. When contacting each of the listed agencies, be sure to record the information you receive, including the name of the person with whom you spoke. Again, this will help you with future searches. Ask questions.

Time Frame: Due to the likelihood of corresponding with large governmental bodies and foreign agencies, an average international search can take **many months**. In order to accommodate this length, be sure to find out if an international search will be needed as close to the time of intake as possible.

Department of Homeland Security (DHS)

Most international searches will require some correspondence with DHS or the forms distributed by DHS. Some of DHS’ responsibilities include immigration, deportation and citizenship. The office of U.S. Citizenship and Immigration Services (USCIS) falls under the umbrella of DHS. The National Record Center (NRC), which is a part of USCIS, has a FOIA/PA Division which handles all Freedom of Information Act (FOIA) and Privacy Act (PA) requests. These acts together dictate what government records are accessible to the public.

If the subject’s file is located at a district or field office of DHS, the FOIA/PA Division will locate it for you and gather any information they can release. The office is limited in what can be released to the public unless the subject has signed a release form for the file’s contents.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

If a release is not on file, but the subject is cooperative and accessible, the subject can sign a release in front of a notary and submit it to the FOIA/PA divisional office. They will compare the signature to signatures on file to verify the integrity of the document, and if cleared, they will release more of the file's contents.

Instructions:

- Identify name, date of birth and last known country or country of origin of the subject.
- Download copy of Freedom of Information Act (FOIA) - http://www.usdoj.gov/oip/04_3.html
- Complete **G-639, Freedom of Information/Privacy Act Request form (Attachment N)** and submit to the address listed below for the National Record Center's FOIA/PA Division to obtain a copy of the application to enter the United States, deportation records or any information they will release. Be sure to note if you know the specific form that you need in order to expedite response time - <http://www.uscis.gov/files/form/g-639.pdf> (See Attachment H)
- Attach some form of documentation to verify the parental or other relationship between the subject and the child, such as a birth certificate.
- Attach a copy of the court order granting custody of the child to the county children and youth agency to the request form.
- The request form is free (first 100 pages) unless otherwise notified by USCIS (voluminous documents).
- Take time to read and familiarize yourself with FOIA regulations and requirements.

After mailing your request, you will receive an initial response with a control number (i.e. NRC12345678910) within about two weeks. Subsequent letters from DHS may take up to one month to arrive, particularly if they need to solicit information from another office. The FOIA/PA Division may respond with a request for more information, which can significantly prolong a search. They suggest providing a name, country of birth, and date of birth as a minimum for a FOIA/PA request, although they will not reject a request with less information. You can check the status of the request by calling the FOIA/PA Division's main number or visit the USCIS Web site at <http://www.uscis.gov/portal/site/uscis>.

- Click on Freedom of Information Act at bottom of screen.
- At the top right of the screen, under "Related Links," click on FOIA
- Request Status Check.
- Enter your control number to see the status of your request.

Address:

FOIA/PA Division
P.O. Box 648010
Lee's Summit, MO 64064-5570

Phone:

(816) 350-5570
(816) 350-5785 (Fax)

Web sites:

<http://www.dhs.gov/index.shtm>

<http://www.uscis.gov/portal/site/uscis>

<http://www.usdoj.gov/oip/amended-foia-redlined.pdf>

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

The International Committee of the Red Cross

This site provides links to federal law such as the Child Citizenship Act of 2000, which “allows certain foreign-born, biological and adopted children of American citizens to acquire American citizenship automatically.”

Instructions:

- Go to the Office of Children’s Issues Web site:
 - Site can assist with locating families overseas.
 - Can assist you in obtaining clearances from other countries in efforts to finalize an adoption.
 - This office can place ads in area newspapers to assist in locating families.
 - Pictures can be provided to the Office of Children’s Issues upon approval of juvenile court judge.
 - Provides information and assistance about the adoption process in over 60 countries.
 - Can help you assign a caseworker in the Office of Children’s Issues who will act as a liaison on behalf of your county with another country’s consulate and/or foreign government to help assist with international cases.

Web site:

http://travel.state.gov/family/family_1732.html

http://travel.state.gov/family/adoption/info/info_457.html

United States Embassy

Instructions:

This site lists every U.S. embassy, consulate and diplomatic mission in the world.

- You can send an e-mail to the general e-mail address for the American Citizens Services (ACS) unit of any US embassy on foreign soil, and you can expect a response from someone who can help you within as few as three or four days. Officials in the embassy can search their internal database and provide you with any relevant information on the subject of your search.
- You can also e-mail the consulate general who can refer you to local services in the identified country to help locate a parent or family member.

Each federal agency may require a completed FOIA form to process your request.

Web site:

<http://usembassy.state.gov/>

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

THE INDIAN CHILD WELFARE ACT (ICWA)

The Indian Child Welfare Act (ICWA) was created in 1978 by the federal government to regulate placement proceedings involving Native American children who are unmarried and under the age of 18. The intent of the Act is to "protect the best interests of Indian children and to promote the stability and security of Indian tribes and families" (25 U.S.C. § 1902).

A child who is a member *or eligible for membership* in a tribe has the right to protection under the ICWA. This law permits the tribe to be involved in court proceedings and requires testimony from an expert witness familiar with Indian culture before a child can be removed from his or her home. The ICWA requires that the child be placed with a family member, another member of the tribe or another Indian family. The state is required to notify the tribe when such a child is taken into custody and at the time of any court proceedings. Therefore, a full and diligent search is imperative not only to locate the parents but also to determine eligibility.

Once eligibility is determined, certain time constraints must be met regarding serving notice not only to the parent or Indian custodian but also to the tribe. Notification of any legal proceedings must be provided within 15 days of placement if eligibility is known. No termination of parental rights proceeding may be held until at least 10 days after Indian custodian, parent and tribe have received notice.

Since compliance is mandated by law, eligibility must be determined from the onset of the case. Ask the parent for any pertinent information that may link the child to Indian ancestry of any kind. If there is *any* question, obtain detailed information that will help to establish eligibility. A sample **Indian Ancestry Questionnaire (Attachment O)** is attached.

- The Dawes Commission keeps records of membership initiated between 1898 and 1914 in the Five Civilized Tribes (Cherokee, Choctaw, Creek, Seminole and Chickasaw). This information can be obtained by searching the Dawes Rolls at: <http://www.archives.gov/genealogy/tutorial/dawes/index.html>
- Other tribes and other periods of time will require a more involved search. There are more than 300 federally-recognized tribes. Names, addresses, phone numbers and e-mail addresses can be found at <http://www.doi.gov/bia/Winter2007-TribalLeaders.pdf>
- There are also many tribes that are not federally-recognized. Information about these tribes can be found at <http://www.csulb.edu/~gcampus/libarts/am-indian/tribes/>

Once the potential tribe (or tribes) is identified, contact the tribe directly (**Sample Letter to Tribe - Attachment P**) to request information. In your correspondence, include all information currently available to you that may aid in establishing Indian ancestry.



TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Indian Ancestry Questionnaire

The Indian Child Welfare Act (25 U.S.C. § 1901 et seq.) provides legal protection designed to prevent the dissolution of Indian families and may provide important rights and benefits to you and your child(ren). Please provide as much information as possible, even if eligibility or membership is not established.

1. Your name: _____
2. Relationship to children: _____
3. Name(s) of children: a. _____
b. _____
c. _____
d. _____
e. _____
4. Do you have information, documentation, or belief that ANY of your children may have Indian ancestry? _____ (If no, please sign and date form.)
5. Describe any known Indian ancestry. If you know the name of any tribe or tribes in which the child(ren), their parents or grandparents may be members or have right to membership, provide as much information as you can. Include which side of the family any Indian ancestry is on. Please attach additional pages if necessary.

6. _____
Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

Child Full name (include maiden name) of relative with Indian ancestry

Tribe Relationship to child

Reservation, pueblo or village Birth date of relative

7. I have answered this questionnaire truthfully and to the best of my knowledge.

Signature

Date

Printed Name

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

SAMPLE LETTER TO TRIBE

[DATE]

Cherokee Nation Washington Office

ATTN: Melissa Gower

126 C Street NW

Washington, DC 20001

Dear Ms. Gower:

As an agent of _____ County Children and Youth Services, _____, Pennsylvania, I am assigned to work on the case of _____, a female juvenile born _____, in _____. We have received information indicating that the above-named juvenile or one or both of her parents are possibly members of the Cherokee Nation Tribe. Parents are _____, DOB _____, and _____, DOB _____ (maiden name, _____). The purpose of my letter is to ascertain whether or not _____ is a member of the Tribe or is eligible to be a member by virtue of the membership of one or both of her parents so that we can appropriately comply with the Indian Child Welfare Act.

Please respond to me at your earliest convenience with verification or denial that any of the individuals mentioned above are members of the Cherokee Nation Tribe.

Respectfully,

[Title], _____ County Office of Children and Youth Services

cc: Cherokee Nation

Department of the Interior

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

CHASING MOVING TARGETS... HOW TO FIND THE ELUSIVE MISSING PARENT



Often, the individuals we are searching for represent a common profile. This stereotype makes them difficult to find for the following reasons:

- They are shiftless and move frequently, often in an endeavor to avoid child support
- They have poor employment skills and change jobs repeatedly, often every few weeks
- They do not file a forwarding address with the post office
- They do not update their driver's license with a new address
- They often reside with friends and relatives, never establishing a valid address
- They are often in local jails
- They do not own property
- They do not maintain voter registration status.
- They do not possess professional licenses or certifications
- They generally work for low wages and are often employed by temporary agencies, fast food agencies, and in other service industries
- They rarely have listed phone numbers

Search and locate software such as Accurint will generally only provide older historical address information on these individuals. These individuals do not initiate anything that will plant them into public record databases. ***Use of the Federal Parent Locator Service (FPLS) is the best way to find these missing parents.*** It's not likely that these people are independently wealthy, so that means they are working somewhere.

The FPLS should pick these people up somewhere in the country where they are presently working. A person who works even just for a few days will be deposited into a database that will eventually feed into the Department of Revenue's data bank. Generally, someone will be picked up within a few weeks. If nothing shows up, try the FPLS again in about 3 weeks time to see if something shows up. If they are picked up, you will receive a printout showing where they are presently employed, the address of the place of employment, their residence address, and the wages earned during the last fiscal quarter.

These individuals are apt to change their location or residence very shortly, so you must act on this information ***immediately.***

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Recording Diligent Search in SHINES

The Diligent Search Information page is used by case managers to capture information about potential relative or non-relative placement resources, or other persons in the case as applicable. In order for a diligent search to be reported, you must add the information in both the contact and Diligent Search Tab. If the information is not listed under the **Diligent Search Tab**, then the diligent search efforts will not be reported in the system..

Once the case manager initiates contact with the parent, relatives or non-relatives, contact information is recorded in SHINES. Prior to adding the Diligent Search contact, new persons must be added to the Person List page. Persons can be added at any stage in SHINES.

To start recording a contact click the Contacts/Summaries second level tab. The system refreshes and the user is navigated to the Contact Search page. To add a contact, the user clicks the **Add** button.

The screenshot displays the SHINES 2.6 System Test interface. At the top, there is a navigation bar with tabs for My Tasks, Case, Search, Intake, Financial, Reports, and Resources. Under the Case tab, there are sub-tabs for Case Summary, Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, and Case Management. The Contacts/Summaries sub-tab is selected, and the Contact Search List is visible. Below this, there is a section for Contact Search with a table header: Date, Type, Purpose, Name, and Stage. The table currently shows "No records exist." At the bottom right of the Contact Search section, there is an "Add" button. A red arrow points to the "Add" button with the text "To add contact Click Here". Another red arrow points to the "Contact Search" tab with the text "Click Here".

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Select the Type of Contact. Click on the drop down arrow and select **Contact**. Click the **Continue** button.

The screenshot shows the SHINES 2.6 System Test interface. The 'Contact/Summary Type' dropdown menu is open, showing options: Contact, Parent/Child Visitation, TCM, and Transfer Summary. The 'Contact' option is selected. A red circle highlights the dropdown menu, and a red arrow points to the 'Continue' button with the text 'Click Here'.

The system refreshes and the user is navigated to the Contact Detail page. This page allows the user to capture specific information about the contact, including when, where, how and the participants.

The screenshot shows the SHINES 2.6 System Test interface. The 'Contact Detail' page is displayed. The 'Contact Information' section is visible, including fields for Contact/Summary Type, Contacted By, Title, Contact Date, Time, Purpose, Method, Location, and Name of Agency. The 'Principals/Collaterals Contacted' section is also visible, showing a table with columns for Name, Type, Role, and Relation/Interest.

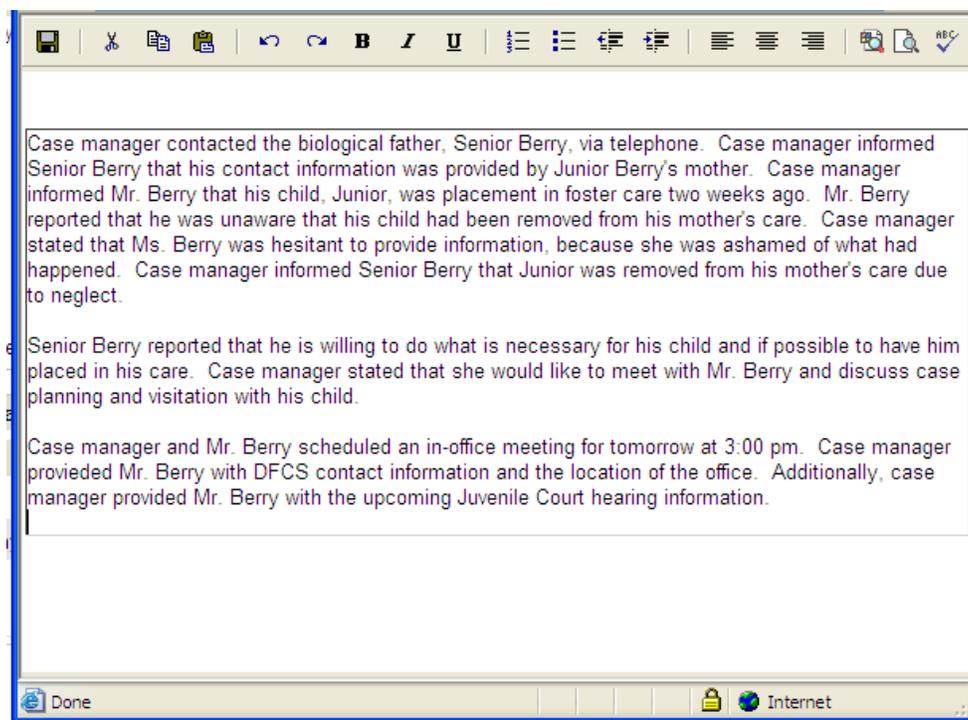
| Name | Type | Role | Relation/Interest |
|---|------------|---------------|-------------------|
| <input type="checkbox"/> Berry, Junior | Principal | Primary Child | Son |
| <input type="checkbox"/> Smith, Mommy | Principal | No Role | Primary Caretaker |
| <input checked="" type="checkbox"/> Berry, Senior | Principal | No Role | Biological Father |
| <input type="checkbox"/> Berry, Granny | Collateral | No Role | Grandparent |

To complete the page, follow the steps outlined on the next page:

1. Enter the Date of Contact. Enter the Time of Contact.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

2. Enter the Purpose for the Contact. The Purpose allows staff to specify the reason for the contact. There are 42 choices in the Purpose drop-down field. Select Diligent Search.
3. Enter the Method of the visit. Use the Method field to document the contact method used, e.g., Announced Face to Face, Correspondence, E-mail, Other, Telephone Call, or Unannounced Face to Face.
4. Record the Location of the Visit. Although Location is not a required field, not recording the location may impact reporting.
5. Select the appropriate Principals/Collaterals Contacts – persons involved in the visit (parent and child). Check the box to the left of the person's name.
6. Save the page before adding the narrative. The page refreshes. Fields on the page are saved and grayed out.
7. Click the **Narrative** button. The Narrative textbox allows the user to add information about diligent search contacts. This information should include, who, how contacted, who provided name. Conversation about whether the contact might be a permanency option. (See sample below)
8. Record the narrative.



9. Once the user completes the narrative, the user clicks the **floppy disk icon** to save the page. Click the **red X** in the upper right corner of the page to exit the window. The Contact Detail page will be visible.
10. A check mark will appear right of the Narrative button indicating that a Narrative has been completed for the contact, when the page is refreshed.



11. The contact entered will appear on the Contact Search List page.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Adding a Diligent Search for Child

The case manager begins adding a diligent search from the child's FCC stage. To record a diligent search event, follow the steps below:

1. Click on the **Person** tab.
2. Click on the child's name hyperlink.

Click here →

Click on Child's Name →

| Name | Merge | Search | Age | Gender | Type | Role | Rel/Int | Special Rel | Person ID |
|-------------------------------|-------|--------|-----|--------|------|------|-------------------|-------------|-----------|
| Berry, Junior | N | V | 6 | M | PRN | PC | Son | | 11731769 |
| Smith, Mommy | N | V | 25 | F | PRN | NO | Primary Caretaker | | 11731768 |
| Berry, Senior | N | V | 25 | M | PRN | NO | Biological Father | | 11731770 |
| Berry, Granny | N | V | 55 | F | COL | NO | Grandparent | | 11731785 |

3. The Person Detail page displays for the child.

Person Detail

Name: Berry, Junior
Person ID: 11731769

Person Name
‡ First: Junior Middle: Last: Berry Suffix:

Demographics
* Gender: Male ‡ Marital: Single, Never Married
Title: Maiden Name:
‡ DOB: 01/01/2003 Age: 6 [] Approximate
Language: English Living Arrangement:
Occupation: Religion:
‡ DOD: Reason For Death:
Additional Comments:

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

4. Click on the third level **Diligent Search** tab.

The screenshot shows the SHINES system interface. At the top, there is a navigation bar with tabs: My Tasks, Case, Search, Intake, Financial, Reports, and Resources. Under the 'Case' tab, there are sub-tabs: Case Summary, Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, and Case Management. The 'Diligent Search' sub-tab is highlighted. Below the navigation, the case name is 'Smith, Mommy' and the stage name is 'Berry, Junior'. The main area is titled 'Diligent Search List' and contains a table with columns: Name, Child, Caretaker, Contacted, Visitation, and Placement. The table is currently empty with the text 'No records exist.' Below the table are 'Copy' and 'Add' buttons. At the bottom, there is a 'Forms' section with a dropdown menu and a 'Launch' button.

5. Click the **Add** button.

6. Click the radio button next to the person (relative/non-relative) for whom the user is recording the diligent search event. Click the **Continue** button.

The screenshot shows the SHINES system interface. At the top, there is a navigation bar with tabs: My Tasks, Case, Search, Intake, Financial, Reports, and Resources. Under the 'Case' tab, there are sub-tabs: Case Summary, Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, and Case Management. The 'Person' sub-tab is highlighted. Below the navigation, the case name is 'Smith, Mommy' and the stage name is 'Berry, Junior'. The main area is titled 'Person List' and contains a table with columns: Name, Merge, Search, Age, Gender, Type, Role, Rel/Int, Special Rel, and Person ID. The table has four rows of data. The first row is 'Berry, Junior' with a radio button. The second row is 'Smith, Mommy' with a radio button. The third row is 'Berry, Senior' with a radio button. The fourth row is 'Berry, Granny' with a radio button that is selected. Below the table is a 'Continue' button.

| Name | Merge | Search | Age | Gender | Type | Role | Rel/Int | Special Rel | Person ID |
|---------------|-------|--------|-----|--------|------|------|-------------------|-------------|-----------|
| Berry, Junior | N | V | 6 | M | PRN | PC | Son | | 11731769 |
| Smith, Mommy | N | V | 25 | F | PRN | NO | Primary Caretaker | | 11731768 |
| Berry, Senior | N | V | 25 | M | PRN | NO | Biological Father | | 11731770 |
| Berry, Granny | N | V | 55 | F | COL | NO | Grandparent | | 11731785 |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

7. The Diligent Search Information page loads.

SHINES 2.6 System Test Log Off ? 📄 🔍 IDS GHP

My Tasks **Case** **Search** **Intake** **Financial** **Reports** **Resources**

Case Summary **Person** Contacts/Summaries Service Authorization Legal Child Plans Placement History Foster Care Eligibility Case Management

Person Detail Records Check Citizenship and Identity Health Log **Diligent Search** Restricted Funds

Name: Berry, Junior
Person ID: 11731769

Diligent Search Information * required field
‡ conditionally required field

Diligent Search

Contact Person: Berry, Senior

Include in Diligent Search Report

Caretaker Prior to Removal

‡ If previous caretaker, describe why removed:

* Referral Type:

‡ If other, describe:

Referrer's Name:

‡ Was the person successfully contacted? Yes No

‡ If not contacted, why?

‡ Current Outcome of Contact:

‡ Is person willing to be a visitation resource? Yes No

‡ Is the person a potential placement resource? Yes No

‡ If not, why?

‡ Date Relative Care Subsidies Discussed:

Comments:

Save

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

8. Check the 'Include in Diligent Search Report' box if the information on this page should be included in the report.
9. Indicate if the person contacted was a 'Caretaker Prior to Removal.'
10. Select the Referral Type from drop down box. If 'Other' enter the referral person's name.

The screenshot shows the SHINES 2.6 System Test interface. The top navigation bar includes 'My Tasks', 'Case', 'Search', 'Intake', 'Financial', 'Reports', and 'Resources'. The 'Case' section is active, showing 'Person' details for 'Berry, Junior' (ID: 11731769). The 'Diligent Search Information' form is displayed with the following fields and annotations:

- Contact Person:** Berry, Senior
- Include in Diligent Search Report:** (Annotated with "Click Here" and an arrow pointing to the checkbox.)
- Caretaker Prior to Removal:** (Annotated with "Click here and complete if applicable" and a red oval around the checkbox.)
- If previous caretaker, describe why removed:** (Text area)
- * Referral Type:** Family Interview (Dropdown menu, annotated with "Click and choose here" and an arrow pointing to the dropdown.)
- + If other, describe:** (Text area, annotated with "Click and choose here" and an arrow pointing to the text area.)
- Referrer's Name:** (Text area)
- Was the person successfully contacted?** (Text area)
- If not contacted, why?** (Text area)

11. Indicate if contact with the person successful. If not, explain.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

12. Indicate the 'Current Outcome of the Contact.' Remember, the relative/non-relative can be considered at a future date as a potential resource for the child.

Still on the same page

SHINES 2.6 System Test Log Off ? IDS GHP

My Tasks **Case** **Search** **Intake** **Financial** **Reports** **Resources**

Case Summary | **Person** | Contacts/Summaries | Service Authorization | Legal | Child Plans | Placement | History | Foster Care Eligibility | Case Management

Person Detail | Records Check | Citizenship and Identity | Health Log | **Diligent Search** | Restricted Funds

Name: Berry, Junior
Person ID: 11731769

Diligent Search Information * required field
‡ conditionally required field

Diligent Search

Contact Person: Berry, Senior

Include in Diligent Search Report
 Caretaker Prior to Removal

‡ If previous caretaker, describe why removed:

* Referral Type: Family Interview
‡ If other, describe:

Referrer's Name:

‡ Was the person successfully contacted? Yes No
‡ If not contacted, why?

‡ **Current Outcome of Contact:**
‡ Is person willing to be a visitation resource?
‡ Is the person a potential placement resource?
‡ If not, why?

Ambivalent
Interested
Not Interested
Other
Possible Future Interest

13. Indicate if the person is willing to be a visitation resource.
14. Indicate if the person is a potential placement resource. If not, explain.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

15. Document the date the case manager discussed relative care subsidy with the relative/non-relative.
16. Click the **Save** button. The Diligent Search Information page is modifiable if the user needs to update parent, relative or non-relative information. This page does not keep a history, but displays the most recent edits only.

Still on the same page

The screenshot shows a web application interface for 'Diligent Search Information'. At the top, there are navigation tabs: 'Person Detail', 'Records Check', 'Citizenship and Identity', 'Health Log', 'Diligent Search', and 'Restricted Funds'. Below the tabs, the user's name is 'Berry, Junior' and the person ID is '11731769'. The form title is 'Diligent Search Information'. A legend indicates that a red asterisk (*) denotes a 'required field' and a green dagger (‡) denotes a 'conditionally required field'. The form contains several sections: 'Contact Person' (Berry, Senior), 'Include in Diligent Search Report' (checked), 'Caretaker Prior to Removal' (unchecked), a text area for 'If previous caretaker, describe why removed:', 'Referral Type' (Family Interview), 'If other, describe:' (text area), 'Referrer's Name:' (text area), 'Was the person successfully contacted?' (radio buttons: Yes selected, No), 'If not contacted, why?' (text area), 'Current Outcome of Contact' (Interested), 'Is person willing to be a visitation resource?' (radio buttons: Yes selected, No), 'Is the person a potential placement resource?' (radio buttons: Yes selected, No), 'If not, why?' (text area), 'Date Relative Care Subsidies Discussed:' (text area with a calendar icon), and 'Comments:' (text area). A red oval highlights the 'Date Relative Care Subsidies Discussed:' field, with an arrow pointing to the right. Another red oval highlights the 'Save' button at the bottom right of the form.

Click here when complete

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

17. The Diligent Search List page loads. The relative/non-relative name appears on the Diligent Search List page. Notice the columns on the page – Caretaker, Contacted, Visitation, and Placement and the Y (Yes) below each applicable column.

The screenshot shows the SHINES 2.6 System Test interface. The navigation menu includes My Tasks, Case, Search, Intake, Financial, Reports, and Resources. The Case menu is expanded, showing options like Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, and Case Management. The Diligent Search List page is displayed, showing Case Name: Smith, Mommy and Name: Berry, Junior. The table below has the following data:

| Name | Child | Caretaker | Contacted | Visitation | Placement |
|-------------------------------|---------------|-----------|-----------|------------|-----------|
| Berry, Senior | Berry, Junior | | Y | Y | Y |
| Berry, Granny | Berry, Junior | | Y | Y | Y |

At the bottom, the Forms section has a dropdown menu with "Diligent Search Report Form" selected and a "Launch" button. A black arrow points to the "Launch" button.

18. To launch the Diligent Search Report Form, click on the Forms dropdown and click on **Diligent Search Report Form**. Click on the **Launch** button.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

19. The Diligent Search Report for the child loads. Print the report for Case Manager and Supervisor signatures.

| State of Georgia Diligent Search Report for Junior Berry | |
|---|-------------------------|
| Date of Report: | 03/16/2009 |
| Date child Removed from Home: | 03/16/2009 |
| Diligent Search Completed Date: | |
| Diligent Search Ruling Date: | |
| State of Georgia Diligent Search Report Diligent Search Contact Information Fulton County | |
| Child Name: Junior Berry | |
| Child DOB: 01/01/2003 | |
| DFCS Case Number: 11460921 | |
| Case Manager Last Name | Case Manager First Name |
| Wilson | Wendy |
| Relative of child? | Yes |
| Relationship Type: | Biological Father |
| Last name: | Berry |
| First name: | Senior |
| Side of family: | |
| Address: | 555 Father's Home |
| | Atlanta GA 30311 |
| Phone: | 4045551111 |
| County of Residence: | Fulton |
| Was Contact Made? | Y |
| If not contacted, why? | |
| Outcome of contact: | Interested |
| Willing to be a Visitation Resource? | Y |
| Date Relative/Guardianship Subsidies Discussed: | 03/16/2009 |
| Comment: | |
| Referral Type: | Family Interview |
| If other referral type, explain | |
| Referrer's name | |
| How Contacted? | Telephone Call |
| Potential Placement? | Y |
| If not, why? | |
| Name of DFCS staff that made contact | Wilson,Wendy |
| Date contacted | 03/16/2009 |
| Relative of child? | Yes |
| Relationship Type: | Grandparent |
| Last name: | Berry |
| First name: | Granny |
| Side of family: | |
| Address: | 555 Grandma Boulevard |
| | Atlanta GA 30311 |
| Phone: | 4045552222 |
| County of Residence: | Fulton |
| Was Contact Made? | Y |
| If not contacted, why? | |
| Outcome of contact: | Interested |
| Willing to be a Visitation Resource? | Y |
| Date Relative/Guardianship Subsidies Discussed: | 03/16/2009 |
| Comment: | |
| Referral Type: | Family Interview |
| If other referral type, explain | |
| Referrer's name | Mommy Smith |
| How Contacted? | Telephone Call |
| Potential Placement? | Y |
| If not, why? | |
| Name of DFCS staff that made contact | Wilson,Wendy |
| Date contacted | 03/16/2009 |
| Case Manager's Signature: _____ | Date: _____ |
| Supervisor's Signature: _____ | Date: _____ |

APPENDIX

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

[Document A](#)

DATE:

(Name)

(Address)

RE: Name of Child _____ DOB: _____ Age: ____ Sex: ____

The above-named child is in foster care with the _____ County Department of Family and Children Services (DFCS). When children cannot live with their parent(s), DFCS considers placing the children with family members. It is our policy to ask family members whether or not they would be available as a possible temporary or permanent placement home for a related child. It is critical for us to identify all interested relatives as soon as possible to minimize the number of moves a child may experience. We understand that you may be a relative of this child. We would like for you to identify other relative(s) for us to contact. We ask that you please complete the information below and return this form **postmarked within 14 days of receipt**.

Please understand that stating you have an interest in being a temporary or permanent placement home **does not guarantee** that the child will be placed with you. After a relative tells us of his/her interest, we may do an evaluation. This includes a complete study of your home as a suitable placement for the child, including a criminal record check. The decision to place a child in a home is based on what is in the child's best interest with regard to safety, permanency and/or financial resources to support the placement.

It is important that you respond back to us within the time frame of 14 days. If you do not return this form to us, then DFCS will assume that you do not wish to be considered as a placement home for the child. Further, we will assume that you have no additional information about other family members. If you want to talk to someone before you sign and return this form you may contact a DFCS Case manager: _____ (Name) _____ at _____ (Phone Number) _____. If the case manager is not available to speak with you when you call, please leave a message including your name, address, telephone number, the name of the child and your relationship to the child.

Please provide your initials in the blank next to the most appropriate statement(s):

____ I am interested in being considered as a possible placement resource for this child. My relationship to the child is _____. Please contact me with additional information.

____ I am not interested in being considered as a possible placement resource at this time because.

____ I am aware of other family members who may be interested in being a placement resource for this child. Their names, addresses, home phone numbers, relationship to child, etc., are listed on the back of this form.

Please sign and date: _____ (Signature) _____ (Date)

AND

Return the form to: _____ (Address)

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Document B

Diligent Search on _____ Case #: _____

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|---|---|---------------------|-------------|----------------------|---|---|
| MATERNAL RELATIVES (Grandmother, Grandfather, Aunts, Uncles, Brothers, Sisters, Cousins, Friends and Associates) | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|---|---|---------------------|-------------|----------------------|---|---|
| PATERNAL RELATIVES (Grandmother, Grandfather, Aunts, Uncles, Brothers, Sisters, Cousins, Friends and Associates) | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| Other Contacts | | | | | | |
| | | Neighbor | | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|--|---|--|-------------|----------------------|---|---|
| | | Neighbor- | | | | |
| | | Local Jail- | | | | |
| | | Local Law enforcement Reports- | | | | |
| | | (Past) Employer | | | | |
| | | (Past) Employer | | | | |
| | | Last Known Address | | | | |
| | Computer | SUCCESS | | | | |
| | Internet | GA Dept. of Corrections http://www.dcor.state.ga.us/default.html | | | | |
| | Internet | GA Sexual Offender Registry http://gbi.georgia.gov/00/channel_modi | | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|--|---|--|-------------|----------------------|---|---|
| | | fieddate/0,2096,67862954_87983024_00.html | | | | |
| | Internet | Accurint http://www accurint.com | | | | |
| | Internet | www.whitpages.com | | | | |
| | Internet | www.bigbook.com | | | | |
| | Internet | www.vinelink.com | | | | |
| | Internet | www.zabasearch.com | | | | |
| | Internet | www.ask.com | | | | |
| | Internet | www.peoplefinders.com | | | | |
| | Internet | www.inmateplus.com | | | | |
| | | Dept. of Driver Services | | | | |
| | | Local Hospital | | | | |
| | | Local Walk In Clinic | | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|--|---|----------------------------------|-------------|----------------------|---|---|
| | | Local Electric Company | | | | |
| | | Local Water/Sewer Company | | | | |
| | | Local Sanitation Company | | | | |
| | | Local Law Enforcement Agency | | | | |
| | | Local Cable TV Company | | | | |
| | | Court Criminal and Civil Records | | | | |
| | | Local Jail-Attention Bookings | | | | |
| | | Local Hospital | | | | |
| | | Voter's Registration | | | | |
| | | County Tax Collector | | | | |
| | | Property Appraiser | | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date • Initial Contact • Response | Method of Contact F=(Face-to-Face) P=Phone L=Letter I=Internet | Relationship | Name | Address/Phone | Response • Information Received as Missing Persons Whereabouts • Is person interested in child placement? If so, what? | Date Information Entered into SHINES |
|--|---|--------------------------|-------------|----------------------|---|---|
| | | County Health Department | | | | |
| | | Utility - Electric | | | | |
| | | Local Phone Service | | | | |
| | | U.S. Postal Service | | | | |
| | | | | | | |

Has Accurint Report been run? If no current locate information was provided at the time the initial report was run, was a second attempt made? New data is continuously fed into this database.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Diligent Search Checklist

[Document C](#)

The diligent search must include, at minimum, inquiries of all relatives, fictive kin and other associates of the child (Maternal and Paternal) made know to the agency. In addition, inquiries of all offices of program areas of the department likely to have information about the parent, inquiries of other state and federal agencies likely to have information about the parent, inquiries of appropriate utility and postal providers, and inquiries of appropriate law enforcement agencies. Pursuant to 453 of the Social Security Act, 42 U.S.C. s. 653(c)(4), the department, as the state agency administering Titles IV-B and IV-E of the act, shall be provided access to the federal and state parent locator service for diligent search activities.

- _____ 1. Have **all relatives and associates** been contacted by phone or by mail? There are many relatives and associates known to the Department. Additionally, Accurint reports provide first, second, and third degree relatives' names, addresses and phone numbers. Furthermore, associates who have ever shared an address with the missing parent are provided by Accurint Reports. If phone numbers are not provided with Accurint, they are often located at www.whitepages.com. Affidavit must contain a detailed summary of the results of all contacts made.

| Date | Information: MATERNAL RELATIVE: (Insert/ delete more rows, if needed) Type of Relative to Child(ren) | Name | Address/Phone | Information Received as to Missing Parent's Whereabouts Date Recorded in GA SHINES |
|------|--|------|---------------|--|
| | Grandmother | | | |
| | Grandfather | | | |
| | Aunt | | | |
| | Uncle | | | |
| | Brother | | | |
| | Brother | | | |
| | Sister | | | |
| | Sister | | | |
| | Cousin | | | |
| | Friend/Associate | | | |
| | Friend/Associate | | | |
| | Friend/ Associate | | | |
| | Friend/ Associate | | | |

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

| Date | Information from PATERNAL RELATIVES: (Insert/ delete more rows, if needed) Type of Relative to Child(ren) | Name | Address/Phone | Information Received as to Missing Parent's Whereabouts Date Recorded in GA SHINES |
|------|---|------|---------------|--|
| | Grandmother | | | |
| | Grandfather | | | |
| | Aunt | | | |
| | Uncle | | | |
| | Brother | | | |
| | Brother | | | |
| | Sister | | | |
| | Sister | | | |
| | Cousin | | | |
| | Friend/ Associate | | | |
| | Friend/ Associate | | | |
| | Friend/Associate | | | |
| | Friend/Associate | | | |

- _____ 2. Has employer or previous employer(s) been contacted by phone or by mail? Addresses and phone numbers for previous employers are also readily available at www.bigbook.com and other phone book look-ups.
- _____ 3. Have former neighbors been contacted? Accurint reports provide name, address, and phone number information for all neighbors.
- _____ 4. Have Bookings at the local jail(s) been checked? If applicable, have out-of-state jails been contacted?
- _____ 5. Has a SUCCESS report been run? Have inquiries of all offices of program areas of the Department likely to have information about the parent or prospective parent?
- _____ 6. Have all applicable screens in GA SHINES been run? (Dept. of Corrections, Sex Offender Registry, etc.)
- _____ 7. Have on-line courthouse records been checked? Additionally, out-of-state court clerk sites should be checked, if applicable (www.statelocalgov.net).
- _____ 8. Have all Sheriff's Websites been checked
- _____ 9. Have all inmate locators been researched (www.vinelink.com, www.bop.gov, www.inmatesplus.com)?
- _____ 11. Has Accurint Report been run? If no current locate information was provided at the time the initial report was run, was a second attempt made? New data is continuously fed into this database.

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

- _____ 12. Has locate information on Internet people finder sites (i.e., www.zabasearch.com, www.melissadata.com, www.intelius.com, etc.)?
- _____ 13. Has a request to the CSE Parent Locator been made? Have repeated attempts been made, as this database is updated continuously.
- _____ 14. Have all responses been received from the mailed letters (see list below). If there is information that indicates that the parent or prospective parent may be located outside the state of Georgia, has contact been made with agencies and utility providers in the other state. Information on out-of-state agencies is readily available on the web.
(Drivers License Bureau, local hospitals, local walk-in clinics, local electric company, local water/sewer company, local cable company, local law enforcement agencies, local health department, circuit court criminal records, county tax collector, housing authority, Department of Voter Registration, local post office, One-Stop Career Center.
Responses to mailed letters typically take two weeks to come in. Additionally, a reply form, postage-paid, self-addressed envelope and a copy of the Release of Information to the Department must be attached to mail-merge letters to assure that responses are received expeditiously. Sufficient time must be given for responses to be received.
- _____ 15. If applicable, have appropriate military branches been contacted?
- _____ 16. Diligent Search of the Georgia Putative Father Registry been received. Out of state Putative Father Registries must be searched as well.
- _____ 20. Efforts to locate the missing parent must continue until excused from further search efforts by the Court.
- _____ 21. Is Case Manager fully aware that any defects in the diligent search or in the Affidavit may result in an order terminating parental rights to be set aside, resulting in serious consequences for the child(ren) and the Department?
- _____ 24. If the child has a Guardian Ad Litem, have you checked with the Guardian Ad Litem to determine if the Guardian has knowledge of missing parent's whereabouts?

Signature of Case Manager conducting Diligent Search

Date

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

Document D

DEKALB COUNTY SUPERIOR COURT

STATE OF GEORGIA

Sample

| | | |
|------------|--|-------------------|
| _____ | | Civil Action |
| vs. _____ | | Case Number _____ |
| _____ | | |
| Defendant. | | |

AFFIDAVIT OF DILIGENT SEARCH

I am the Plaintiff in this case. I am filing this *Affidavit of Diligent Search* under OCGA § 9-11-4 (f)(1)(A). I hereby swear or affirm, before a notary public, that the following information is true:

1.

A diligent search has been made, and the Defendant cannot be found within the State of Georgia. I do not know where the Defendant lives or where the Defendant can be found.

2.

The last known address and telephone number I have for the Defendant is:

To the best of my knowledge, the Defendant still lived at that address as of _____, but no longer lives there.

3.

I have made the following efforts to find the Defendant:

(a) Checking with the Defendant's friends, relatives, employers, landlords or others I

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

have listed below:

(1) Name of Person Contacted: _____

Contact's Relationship with Defendant: _____

Contact's Address & Phone Number: _____

Date I contacted this person: _____

Results of Contact / What They Told Me: _____

(2) Name of Person Contacted: _____

Contact's Relationship with Defendant: _____

Contact's Address & Phone Number: _____

Date I contacted this person: _____

Results of Contact / What They Told Me: _____

(3) Name of Person Contacted: _____

Contact's Relationship with Defendant: _____

Contact's Address & Phone Number: _____

Date I contacted this person: _____

Results of Contact / What They Told Me: _____

TOOLS AND TIPS FOR COMPLETING A DILIGENT SEARCH

(4) Name of Person Contacted: _____
Contact's Relationship with Defendant: _____
Contact's Address & Phone Number: _____

Date I contacted this person: _____
Results of Contact / What They Told Me: _____

(b) Checking telephone information directories with the following results: _____

(c) Asking the sheriff to attempt service at the Defendant's last known residence
OR the Defendant's last known place of employment, which was at the
following address: _____

(e) The following other efforts, with the following results: _____

Subscribed and sworn before me
on _____, 20____.

Plaintiff, *pro se* (Sign here before notary.)

Notary Public