Location: Policies & Procedures

The Child Support Program Manual in its various forms

-- online resource/website, PDF document, print document --

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through

The Research Foundation for the State University of New York.

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Acronyms Used in the Location Chapter

Acronym	Meaning
APRRS	Absent Parent Resource Reporting System
FPLS	Federal Parent Locator Service
IWO	Income Withholding Order (also known as an IEX, or Income Execution)
NCP	Non-Custodial Parent
NDNH	National Directory of New Hires
PCL	Postal Clearance Letter (also known as an Address Information Request)
PF	Putative Father
SDNH	State Directory of New Hires
SPLS	State Parent Locator Service
WHBR	Wage and Health Benefits Report

Introduction to Location

Location searches can be divided into two categories: automated searches and manual searches.

Manual location searches must be manually initiated by the worker.

Automated location searches run continuously in the background whenever an L Group is open on a case.
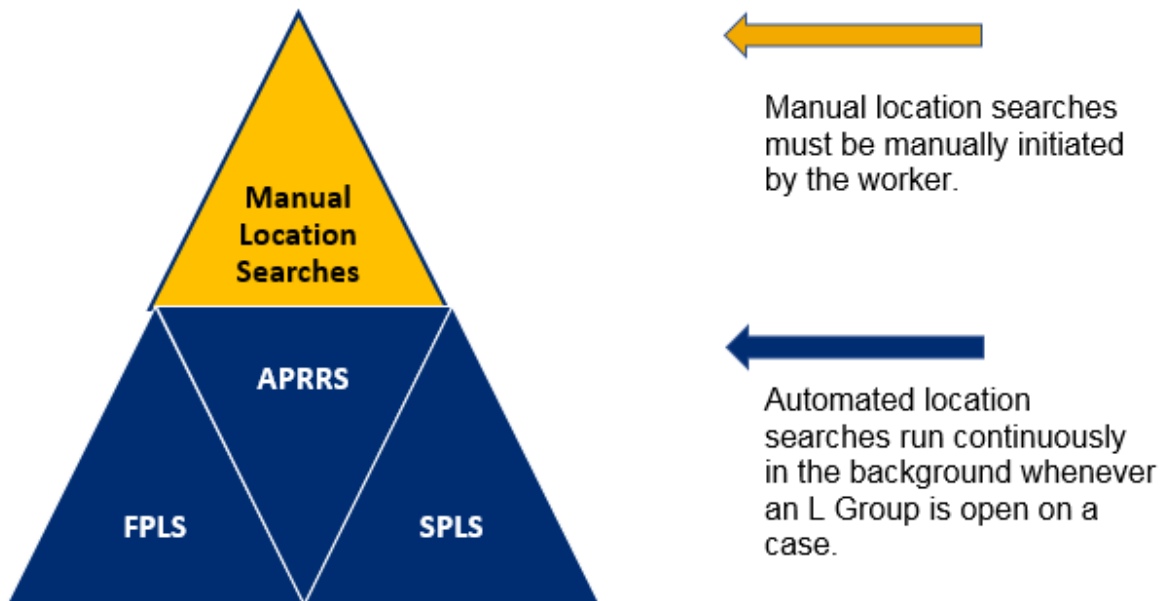
Additionally, automated searches of the following resources run continuously in the background *at all times* — **even when there is no L Group open on a case:**

- **Absent Parent Resource Reporting System (APRRS)**

- **National Directory of New Hires (NDNH)**

- **State Directory of New Hires (SDNH)**

A. Location May Be Necessary Any Number of Times Over the Life Cycle of a Case

Locating a PF/NCP or his/her employer(s) and/or financial resources may be necessary any number of times over the life cycle of a case. This is simply because we live in an increasingly mobile society in which:

- People relocate to other towns, states, or countries

- People change jobs or have multiple jobs

- People do temporary or seasonal work (e.g. supplemental work at Christmas, or seasonal work like snow plowing in the winter)

- People join the military

- People change their names

- People become incarcerated or hospitalized — possibly in a facility (e.g. a residential addiction treatment facility) whose confidentiality rules prohibit disclosure of the identities of patients

Of course, locating the PF/NCP and his/her employer and/or financial resources is necessary in the beginning of a case to establish paternity, establish a support order, and begin collecting child support payments.

B. Goals of Location Processes and Procedures

1. Identify, as soon as possible, cases in which the PF/NCP's location and/or employer is unknown or questionable.

2. Conduct an investigation and generate leads using customer interviews, ASSETS, WRTS, automated searches of federal and state databases, non-

automated (online and/or offline) searches, and local resources.   (Note that investigators may initially pursue "soft leads" or circumstantial leads.)

3. Verify leads via the [PCL](#) and the [WHBR](#) forms.

4. Manually input information into the case record in ASSETS (if necessary).

5. Ensure that each PF/NCP whose name has been entered into ASSETS has a corresponding Social Security number.

6. Ensure that case information is communicated to appropriate staff.

C.   Deadlines for Location

Within **75 days** of determining that location of the PF/NCP is necessary, the CSEU must access all appropriate location resources and ensure that location information is sufficient to take the next appropriate action (e.g. paternity establishment, support collection, or enforcement).

D.   How are PF/NCP address and PF/NCP employer information verified?

All Respondent **addresses** can be verified via a [PCL](#).

- **See:** Home > Location > Verification of Address or Employment > [How to Generate a PCL](#)

All Respondent **employers** can be verified via a [WHBR](#) or an [IWO](#).

- **See:** Home > Location > Verification of Address or Employment > [How to Generate a WHBR](#).

Opening an L Group

An **L Group** can be opened (or re-opened) in any of several ways:

A. A Worker Can Manually Open an L Group At Any Time
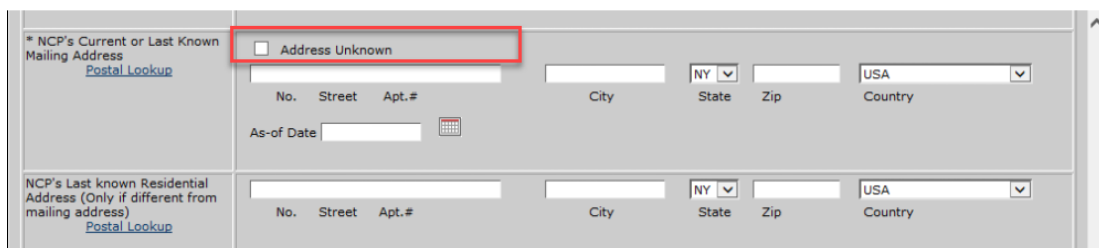
A worker can manually open an **L Group** at any time by opening an **L001** (Location Investigation Opened) status on the Case Mode > Status tab.

Note that an **L Group** cannot be opened when a verified address exists on the case, even if the verified address is outdated or needs to be re-checked.

To open an **L Group** under these circumstances, the worker can set the Address Verification Indicator to N, M, or R. ASSETS will then allow the user to open an **L Group**.

B. ASSETS Opens an L Group Automatically If the PF/NCP Address is Unknown at Time of Case-Building

During intake, if the worker checks the [NCP] "**Address Unknown**" checkbox, ASSETS opens an **L Group**.

C. ASSETS Opens an L Group Automatically When Certain Other Conditions Are Met

ASSETS automatically opens an **L Group** and begins automated location searches when the following conditions are met:

- PF/NCP's SSN is unknown

    OR

1. There is no verified mailing or residential address for the Respondent.

    AND

2. There is no verified employer for the PF/NCP.

Ways in Which Data Enters Case Records in ASSETS

Customer

Customer interview

CSEU Worker input

APRRS

Mail, phone
(Child Support Help Line)

Data
File Exchanges

Processing Center

ASSETS

PLS

Incoming mail is scanned upon arrival. Data is captured from the scan. Workers quality check the data and images, and correct or manually input data, as necessary.

WMS
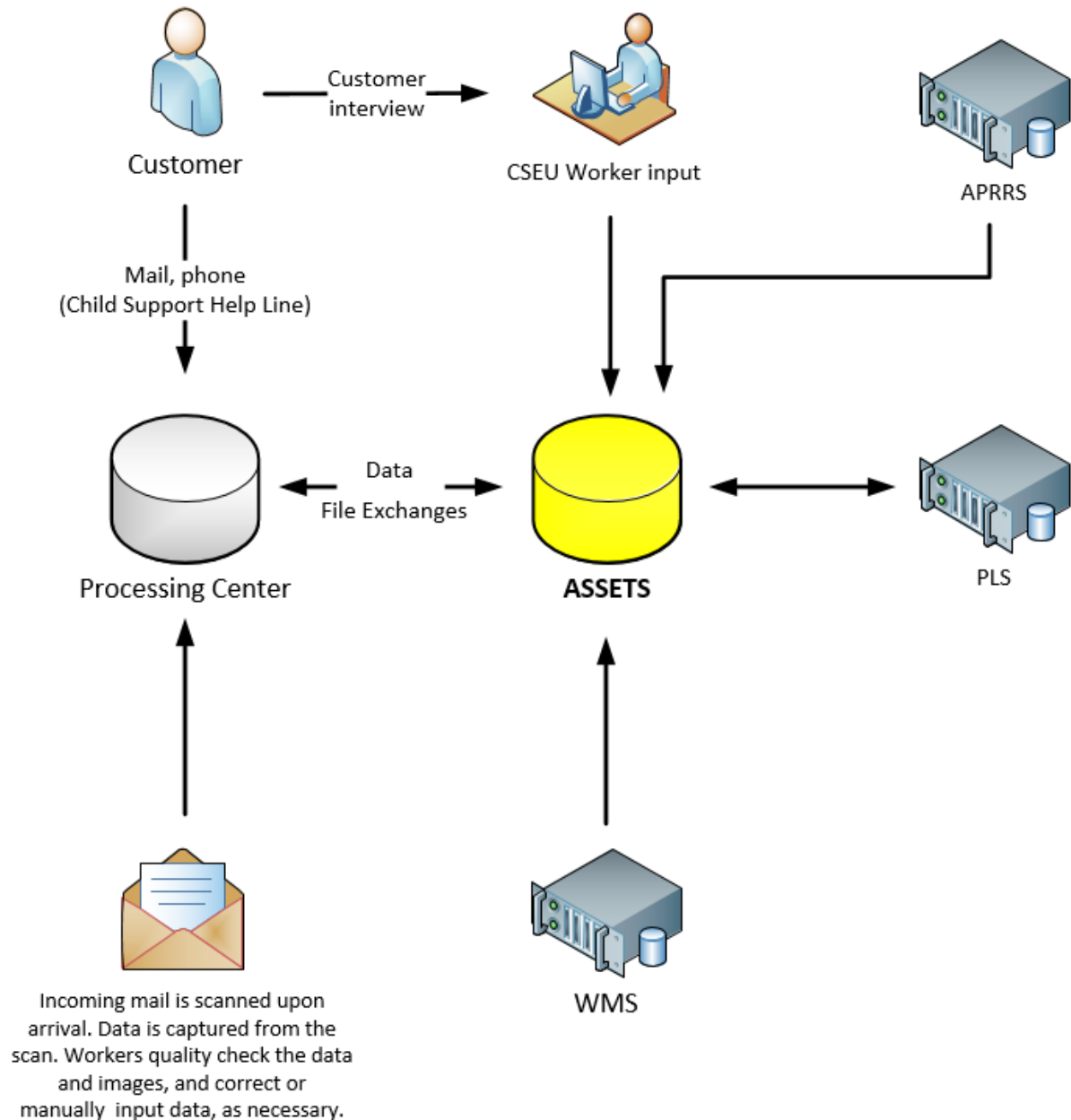
Ways in which data can enter a child support case record:

1. **WMS** pre-populates some datafields in ASSETS when a CSEU worker builds a case through Referral Search.

2. CSEU workers manually input data into the case record.

3. ASSETS imports data from **WMS** when a Non-TA case is converted to a TA case.

4. **WMS** updates ASSETS with PF/NCP information monthly if the PF/NCP is a current or former recipient of TA. (For more information, see How and when does WMS change a CP address in ASSETS?)

5. **FPLS**, **SPLS**, and **APRRS** automatically build and/or update datafields in ASSETS when data is found through automated location searches. PF/NCP addresses obtained through **APRRS** must be verified.

6. Workers at the Processing Center manually enter data into their computer system, which then updates ASSETS directly or during the next data file exchange.

Also, all mail arriving at the Processing Center is scanned and imaged upon receipt, and data is captured from those scans. Data captured via scanning is fed directly into the computer system at the Processing Center. All scans and data are reviewed and quality-controlled by workers there. The workers manually input any data not successfully captured through automated means.

7. ASSETS receives data regarding an NCP's financial assets through the:

- o **Multi-State Financial Institution Data Matches (MSFIDM)**, which typically concern larger, multi-state financial institutions. The **MSFIDM** is maintained by the federal government and is included in automated **PLS** searches.

  AND

- o **Financial Institution Data Matches (FIDM)**, which usually pertain to "in-state" reporting from smaller banks and credit unions.

Minimum Information Required to Locate a PF/NCP

To successfully locate a PF/NCP, the CSEU must obtain the following information:

The applicant/recipient must provide the following information on the LDSS-4882 to help the CSEU identify and locate the PF/NCP:

- The full name and SSN of the PF/NCP

    OR

- The full name of the PF/NCP and the following concerning such parent or father:

    1. ☐ NCP's date of birth

    2. ☐ CP's SSN

        1. **OR**

- At least three of the following pieces of information:

    ☐ Mother's maiden name

    ☐ NCP's father's name

    ☐ NCP's city

    ☐ NCP's state

OR

- The full name of the PF/NCP and any additional information equivalent to that above that leads to the establishment of the PF/NCP's identity and location.

If the customer is unable to provide the required information, the customer must attest, under penalty of perjury, to the lack of information by completing and signing the [LDSS-4281 (Attestation to Lack of Information)](#) [(Spanish: LDSS-4281-S - Atestiguación de Falta de Información)](#).

Essential Screens in the Location Process

Case Mode > Status tab

- Open an **L Group**

- Add a new status to an **L Group**

- Update a status

- Delete a status

- See a neatly summarized longitudinal history of location requests on the case

Case Mode > Resp Emp tab

- Add new employer record

- Update an employer record

- Delete an employer record

- Add health insurance information

Summary Mode > Resp Addr tab

- Add new PF/NCP address

Worker Alerts > Enforcement Mode > PLS tab

- See notifications of information found through automated location searches

- Click on notifications to get required actions

New Hire Reporting (Fully Automated)

Introduction to New Hire Reporting

```
                    ┌─────────────────────────────┐
                    │  Automated location search  │
                    │  returns a New Hire hit     │
                    └─────────────────────────────┘

        CASE                                    ACCOUNT
        LEVEL                                   LEVEL

   ┌──────────────────┐                 ┌──────────────────┐
   │ ASSETS generates │                 │ ASSETS generates │
   │ a WHBR           │                 │ an IWO           │
   └──────────────────┘                 └──────────────────┘

   ┌──────────────────┐                 ┌──────────────────┐
   │ Proc Ctr prints  │                 │ Proc Ctr prints  │
   │ the WHBR and     │                 │ the IWO and mails│
   │ mails it to the  │                 │ it to the        │
   │ employer         │                 │ employer         │
   └──────────────────┘                 └──────────────────┘

              ┌─────────────────────────────────────┐
              │ Upon response from employer,        │
              │ Proc Ctr enters Code V (Verified)   │
              │ or Code N (Not Verified) into       │
              │ Employer Verification Field         │
              └─────────────────────────────────────┘
```
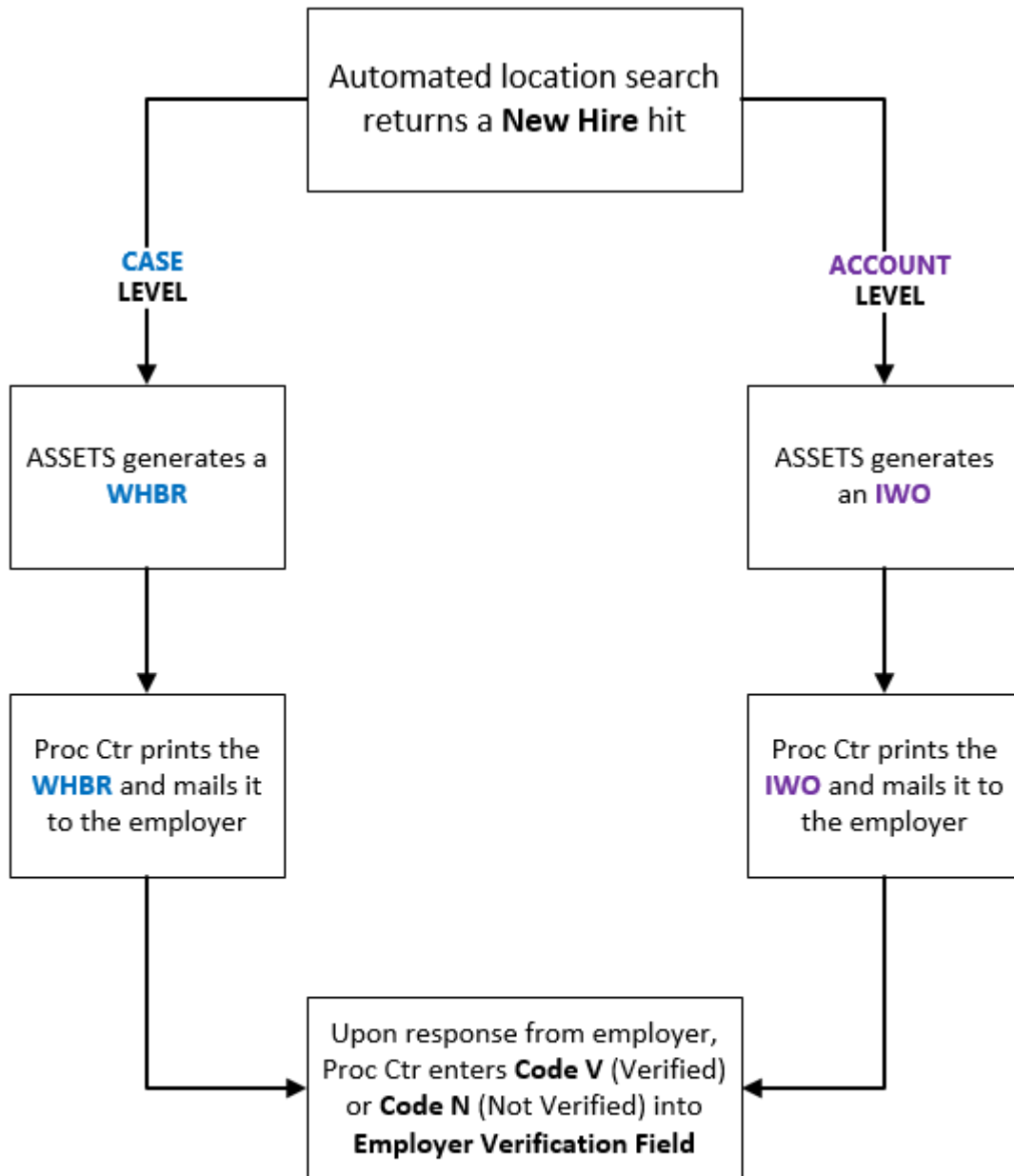
Filename: New_Hire_Hits_Overview.vsdx

Automated searches of the **State Directory of New Hires (SDNH)** and the **National Directory of New Hires (NDNH)** are included in automated **PLS** searches.

However, unlike other resources under the umbrella of **PLS** searches, automated searches of the **SDNH, NDNH,** and **APRRS** are ongoing *at all times* — even when the case does not have an **L Group** open.

When a "New Hire" is reported

When Respondent employer information is found through an automated search of the **SDNH** or **NDNH**:

1. ASSETS automatically enters the employer/employment information into the case record.

   AND

For case level:

1. ASSETS automatically generates a <u>WHBR</u> to verify the employment information on a case.

2. The Processing Center prints the <u>WHBR</u> and mails it to the employer.

   OR

For account level:

1. ASSETS automatically generates an <u>IWO</u> to the employer on an account.

2. The Processing Center prints the <u>IWO</u> and mails it to the employer.

What information is included in New Hire Reporting?

New York State requires the reporting of the following information on all newly hired or rehired employees within 20 calendar days from the hire date:

- Employee name (first, middle, last)

- Employee address (street, city, state, and zip code)

- Employee Social Security number

- Employee hire date

- Employer name

- Employer address (street, city, state, and zip code)

- Employer Federal Employer Identification Number (FEIN)

- Whether dependent health insurance benefits (family coverage) are available to the employee, and if so, the date the employee qualifies for the benefits

Employers can submit New Hire information on the web by going to: https://www.nynewhire.com.

Roadmap: New Hire Reporting

Information is received from the **NDNH** and the **SDNH** daily.

Search results are reported on the Worker Alerts > Enforcement Mode > PLS tab and information is recorded on the Case Mode > Resp Emp tab and the Summary Mode > Resp Addr tab.

[The remainder of this page was intentionally left blank.]

Roadmap: New Hire Reporting

ASSETS	Processing Center	PF or NCP	Employer

PF or NCP: PF/NCP is hired for a new job (in a U.S. state or territory)

Employer: Employer reports the new hire (within 20 days of hire)

Processing Center: Workers at the Processing Center enter new hire data into their computer system

ASSETS: ASSETS receives the new hire data from the Processing Center during the next data file exchange.

ASSETS (decision): Has a support order been established?

→ **NO**

ASSETS: ASSETS generates a WHBR and opens an F Group on the case

Processing Center: Proc Ctr prints WHBR and mails it to the employer

Employer (decision): Did employer return WHBR to Proc Ctr?

→ **NO**

ASSETS: Case appears on Worker Alerts > Management Mode > Overage Statuses tab

→ **YES**

Processing Center (decision): Was WHBR properly completed?

→ **NO**

Processing Center: Proc Ctr returns WHBR to the employer w cover letter detailing deficiencies

→ **YES**

YES

Proc Ctr captures data from WHBR

Is employer verified?

NO → Proc Ctr enters Code N in the Employer Verification Ind field and closes the F Group with the appropriate Reason Code

YES

Proc Ctr enters Code V into Employer Verification Ind field & closes the F Group w the appropriate code ⊕

ASSETS generates an IWO → Proc Ctr prints IWO and mails it to the employer → Did employer respond to IWO within 45 days?

ASSETS sets Delinquency Switch 9. Worker clicks on message for required actions. ⊕ ← **NO** ← (from "Did employer respond to IWO within 45 days?")

YES

Does NCP work at that employer?

YES

NO

Employer begins
sending payments
to Proc Ctr

Proc Ctr enters
Code N in the
Employer
Verification Ind
field

Employer informs
Proc Ctr that NCP
does not work
there

Proc Ctr sends
data to ASSETS

Filename: New_Hires_2018-06-01 - A.vsdx

Case appears on Worker Alerts > Management mode > Overage Statuses tab

If a WHBR has been sent to an employer and the employer does not respond within two weeks, the **F Group** appears on the Worker Alerts > Management Mode > Overage Statuses tab, giving the worker two weeks advance notice that the **F Group** will age out.

The worker must take manual action, which may include the following:

- Phone the employer: confirm employment, confirm employer address, and confirm receipt of WHBR.

- Send a new WHBR to the employer, if necessary.

- Review the case to see if there are any payments coming from a different employer.

- Update the *Status Code* on the case, if appropriate.

Proc Ctr enters appropriate code into Employer Verification Ind field

How an employer is verified via a WHBR:

1. The Processing Center mails a WHBR to the employer needing verification.

2. The employer returns the completed WHBR to the Processing Center.

3. The Processing Center updates the *Employer Verification Ind field* on the Case Mode > Resp Emp tab with **Code V** or **Code N** and makes a notation on the Case Mode > Remarks tab.

4. The Processing Center closes the **F Group** with the appropriate code.

Automated Location Searches

Introduction

Automated location searches run continuously in the background whenever there is an **L Group** open on a case.

A. How and when do automated searches begin?

ASSETS begins automated searches when an **L Group** is opened on a case. Automated location searches run continuously in the background as long as the **L Group** remains open. (Note that searches of the **APRRS**, **NDNH,** and **SDNH** continue even when no **L Group** is open.)

An **L Group** can be opened manually by a worker or — under certain conditions — automatically by ASSETS.

See also: Location > Introduction to Location > Opening an L Group

B. What agencies or databases are searched?

Automated location searches include but are not limited to searches of the following three resources:

- **Absent Parent Resource Reporting System (APRRS)**

- **Federal Parent Locator Service (FPLS)**

- **State Parent Locator Service (SPLS)**

In practical terms, the CSEU worker does not need to distinguish between these three resources. Collectively, they are referred to as "PLS Searches," or simply "automated searches."

The PLS searches together search the databases of a number of Federal and State agencies. (Note: Among the databases that the **FPLS** and **SPLS** search are those of the **National Directory of New Hires (NDNH)** and the **State Directory of New Hires (SDNH)**, respectively.)

See also: Roadmap: New Hire Reporting

State agency databases searched

- **DCJS** (NYS Division of Criminal Justice Services)

- **DMV** (NYS Department of Motor Vehicles)

- **DTF** (NYS Department of Taxation and Finance)

- **UIB** (NYS Unemployment Insurance)

Federal agency databases searched

For detailed information about the **Federal Parent Locator Service (FPLS)**, see: https://www.acf.hhs.gov/css/resource/federal-parent-locator-service-information-for-families

Databases included in the automated **FPLS** search include:

- **DOD** (Department of Defense)
- **FAOP** (Federal Administrative Offset Program)
- **FBI** (Federal Bureau of Investigation)
- **FCR** (Federal Case Registry)
- **FOP** (Federal Offset Program)
- **IRS** (Internal Revenue Service)
- **MSFIDM** (Multistate Financial Institution Data Match)
- **NDNH** (National Directory of New Hires)
- **NQW** (National Quarterly Wages)
- **NUI** (National Unemployment Insurance)
- **OOS** (Out of State)
- **PPD** (Passport Denial Program)

- **SSA** (Information found through SSA must be manually entered into the case record by the worker)
- **VA** (Veterans Administration)
- **WRS** (Wage Reporting System)

ASSETS automatically relaunches these automated searches every **75 days**, for as long as the **L Group** remains open.

Financial Institution Data Matches

In addition, ASSETS receives monthly information from financial institutions. Data received through the **Financial Institution Data Match (FIDM)** is automatically entered into the case records.

Information obtained via **FIDM** appears on the Enforcement Mode > Resp. Assets Information screen

C.   What does "hits are reported" mean — versus "information is recorded"?

Automated location search hits are *reported* on **the Worker Alerts > Enforcement Mode > PLS tab**.

"*Reported*" means that:

- The worker is ***notified*** that information has been found.

- The notification tells the worker ***what kind*** of information was found (e.g. a new/updated PF/NCP address, a new/updated employer address, etc.).

- The notification contains a message link that the worker can click on to see required actions related to that notification.

- The **report/notification** does not contain the actual content or details of the information found — it contains only the notification that information has been found, and what kind of information it is.

"*Recorded*" means that:

The **actual information/data** found (i.e. the details of the new employer address, updated PF/NCP address, new hire report, etc.) is automatically entered into the case record. The screen where the information is *recorded* is where a worker can find the details -- the actual content -- of the information found, such as name of employer, street address of the building, city, state, etc.

D. Where are hits from automated searches reported?

Hits from automated searches are reported on the Worker Alerts > Enforcement Mode > PLS tab. Workers should review that screen daily. All hits reported on this screen contain a clickable message link detailing required actions.

E. What does the worker need to do when automated searches return hits?

The worker should review the Worker Alerts > Enforcement Mode > PLS tab daily.

All hits reported on this screen contain a clickable message link detailing required actions on the part of the worker.

F. Where is information from automated searches recorded?

With the exception of address information obtained from the Social Security Administration — which must be manually entered into the case record by the CSEU worker — all address information found through automated searches is **automatically** *entered into the case record*.

(Except for NDNH and SDNH employer addresses, PF/NCP address or PF/NCP employer information automatically entered into the case record remains in UNVERIFIED status until it is verified via a PCL, WHBR, or IWO.)

 PF/NCP Address information is recorded on the following screen:

Summary Mode > Resp Addr tab

PF/NCP Employer information is recorded on the following screen:

Summary Mode > Resp Emp tab

G.   How can I verify PF/NCP address and employer information?

PF/NCP addresses must be verified through use of a PCL.

PF/NCP employer information must be verified through use of a WHBR.

Note: In the case of employer/employment information found through automated search of the **NDNH** or **SDNH**, ASSETS will automatically generate a WHBR (on case level) or IWO (on account level) to the employer.

- **See:** WHBR: Wage and Health Benefits Report

- **See:** PCL: Postal Clearance Letter (aka Address Information Request)

Manual Location Searches

Introduction to Manual Location Searches

How and when do manual (non-automated) location searches begin?

Some location activity starts at intake, when the worker gathers as much information as possible from the customer and/or the LDSS-4882 with a view toward locating the PF/NCP, establishing paternity, and pursuing a support order.

Often, the customer has direct knowledge of or can provide valuable leads as to the PF/NCP's location and/or employer.

For example, the customer may know the PF/NCP's current or former employer, or may know the PF/NCP's address or former address. In these instances, the worker should:

- Build the appropriate address record

- Generate a WHBR for the PF/NCP's *last known* employer

    AND/OR

- Generate a PCL for the PF/NCP's *last known* address.

Even a *former* employer may be able to provide valuable information, such as:

- PF/NCP's current employer

- PF/NCP's SSN

- PF/NCP's current or last known address

Likewise, even the Postmaster at a PF/NCP's *former* address may be able to provide a forwarding address or other leads.

Social Security Number -- Sources For Finding It

The SSN of a PF/NCP is critical in locating and confirming the identity of that person and his/her resources. The customer can check these resources for that information.

	Where You May Be Able to Find the SSN for a PF/NCP:
1.	☐ Payroll stubs; Forms W-2 or 1099
2.	☐ Statement of Benefits for Workers' Compensation
3.	☐ Tax Returns; particularly any joint returns filed during the past seven years (in cases involving joint returns, PF/NCP's SSN can be traced using the recipient's SSN)
4.	☐ Any of his/her correspondence with the Tax Department
5.	☐ Military documents (Note: The military currently uses the Social Security number as the serial number)
6.	☐ Life insurance policy
7.	☐ Credit applications
8.	☐ Credit agreement for purchases (such as furniture, refrigerator, television)
9.	☐ Old ID cards (health insurance, school ID, alien registration card)
10.	☐ Marriage license
11.	☐ Any personal documents from the Social Security Administration
12.	☐ Documents from the Veterans Administration
13.	☐ College or school records
14.	☐ Medical or dental records or bills
15.	☐ Public assistance/WMS records
16.	☐ Birth Certificate

Deceased PF/NCP

- If a customer demonstrates that the PF/NCP is deceased, the TA may not refer that customer to CSS. If the customer is referred, an LDSS-4882 must be completed even if the PF/NCP is deceased.

- If the PF/NCP dies on an open case, the worker must update the case remarks.

- If a customer has been referred from the TA Unit and the PF/NCP dies, the worker must notify the TA Unit of the death via an LDSS-2859 form.

See also: "Death of a Child or a Party to an Order of Support: Questions and Answers," at:

http://otda.state.nyenet/assets/pages/PDFs/Miscellaneous/Death_of_a_Child_or_a _Party_-_Questions_and_Answers.pdf

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Automated reporting of confirmed deaths

The **Federal Case Registry (FCR)** and the **Social Security Administration (SSA)** report deaths of CPs, NCPs, and children.

Searches of these two resources are included in automated **PLS** searches.

Automated notifications of deaths from these two sources are reported on the Worker Alerts > Enforcement Mode > FCR tab.

Deaths are recorded on the Case Mode > Status tab. (Specifically, the Q Group will be updated on that screen with code **Q400**.)

If the customer claims that the PF/NCP is deceased

If a TA referral customer claims to the CSEU that the PF/NCP is deceased, the customer must prove this in order to comply with cooperation requirements.

Incarcerated PF/NCPs

Districts should pursue paternity establishment against incarcerated PF/NCPs.

As for whether or not to pursue support orders against incarcerated PF/NCPs, workers should follow local protocols.

The worker should set a tickler date for the PF/NCP's expected date of release from prison.

Automated **PLS** searches include a search of the database of the **NYS Criminal Justice System** (**NCJS**). Hits resulting from those searches are reported on the Worker Alerts > Enforcement Mode > PLS tab, and data found auto-populates the case record.

If the customer indicates that the PF/NCP is or has been in prison, conduct a manual search

If the customer indicates that the PF/NCP is or has been in prison, the worker should conduct a manual search of correctional facilities. Even if a PF/NCP is no longer incarcerated, a correctional facility may be able to provide valuable information or leads such as a parole officer or probation officer.

The worker may contact the PF/NCP's parole officer or probation officer for information that may lead to locating the PF/NCP.

Below are links to resources that the worker may use to manually locate an incarcerated PF/NCP.

- **Corrections.com (various states)**

  http://www.corrections.com/links/show?cat=30

  Has links to departments of corrections in various states.

- **NYC Corrections Facilities Addresses**

  http://www1.nyc.gov/site/doc/about/facilities-locations.page

  Lists addresses of correctional facilities in New York City

- **NYS County Jail Addresses.**

  http://www.scoc.ny.gov/jailaddre.htm

- **New York State Dept. of Corrections and Community Supervision (Inmate Population Information Search)**

  http://nysdoccslookup.doccs.ny.gov/

- **Federal Bureau of Prisons (Federal Prisons)**

  https://www.bop.gov/inmateloc/

- **VINELink (Victim notification network)**

  https://vinelink.com/

Military — PF or NCP is in the Military

Military

A search of the **Department of Defense (DOD)** database is included in automated **PLS** searches. Search hits are reported on the Worker Alerts > Enforcement Mode > PLS tab, and data found auto-populates the case record.

Information found is recorded on the Case Mode > Location tab, the Case Mode > Resp Emp tab, and the Summary Mode > Resp Addr tab.

The worker can conduct a manual search of the DOD Entitlement and/or Locate tabs on the child support portal, which is accessible via the ASSETS home screen under **Quick Links >** FPLS State Services Portal.
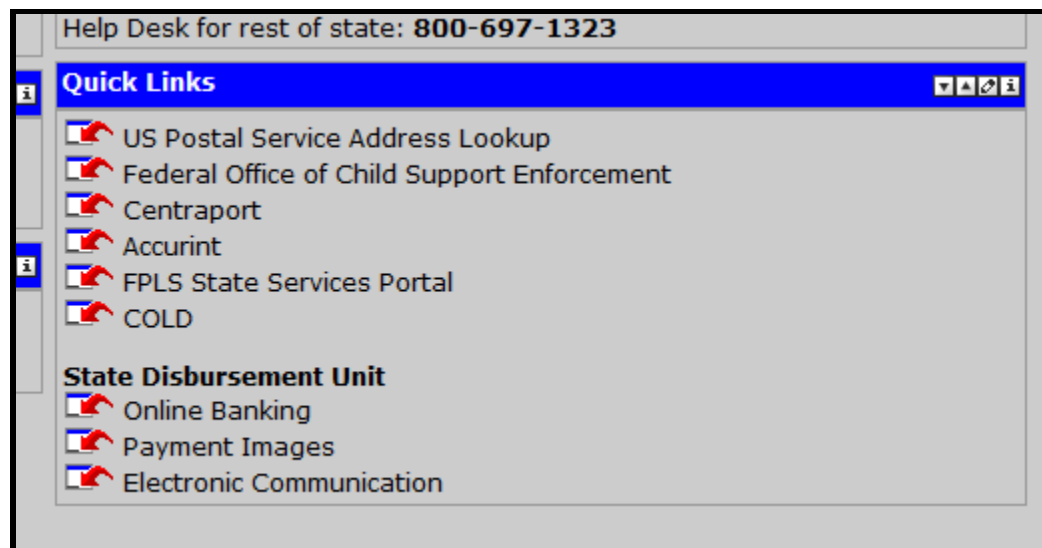
See also: Military Codes

See also: Military Branch Codes

Manually Entering Respondent Address or Employer into the Case Record

Manually Enter a New Respondent Address into the Case Record

PF/NCP addresses found through non-automated means or through the Social Security Administration's database must be entered into the case record manually by the worker.

The worker can manually add a new PF/NCP address into the case record by doing the following:

1. Go to Summary Mode > Resp Addr tab.

2. Click on the Add New Record button at the bottom of the screen.

3. The Summary Mode > Resp Addr Details tab appears.

4. Enter the PF/NCP's address.

5. For Do You Want Postal Clearance Submitted? select the Yes radio button.

6. Click the Submit button.

The new PF/NCP address has now been entered into the case record.

Following the next data file exchange, the Processing Center prints the PCL and mails it to the postmaster for the address needing verification.

The postmaster returns the completed PCL to the Processing Center.

The Processing Center then updates the *Address Verification Indicator* field with the appropriate **Address Verification Code**.

During the next routine data exchange, the Processing Center will send a data file to ASSETS to update case records with **Address Verification Codes.**

Manually Enter an Employer into the Case Record

1. Go to the Case Mode > Resp Emp tab

2. Click the Add New Record button at the bottom of the screen

   The Case Mode > Respondent Employer Detail Edit screen appears. Fields highlighted in yellow are editable.

3. Enter the employer information in the appropriate fields, including the Federal Employer Identification Number (FEIN), which can be found on the E-IWO Employers and FEINs link on the Case Mode > Resp Emp tab, or by contacting the employer.

4. Select the Yes radio button next to A Wage Health and Benefits Report will be sent to this Respondent employer

5. Click the Submit button

The new PF/NCP employer has now been entered into the case record in ASSETS.

During the next routine data exchange, ASSETS sends a data file to the Processing Center, and the Processing Center prints a WHBR and mails it to the employer.

When the employer returns the completed WHBR to the Processing Center, the Processing Center updates the *Employer Verification Indicator* field with the appropriate *Employer Verification Indicator* code.

Even if the PF/NCP is no longer employed, valuable information can be obtained from the WHBR, such as address, telephone number, SSN, or new employer information.

Verification of Address or Employment: Wage and Health Benefits Report (WHBR)

A. What is a WHBR?

A [Wage and Health Benefits Report (WHBR)](#) is a form used to verify a PF/NCP's employer and gather information about the PF/NCP's wages, medical insurance, and other benefits. (Note that if new hire information is found through automated location searches, the new hire information automatically populates the case record — but does not include information regarding the PF/NCP's *wages*.)

B. When to use a WHBR

- When building a case (the CSEU should send a [WHBR](#) to the PF/NCP's last known employer)
- Whenever the CSEU needs to verify a PF/NCP's employment status and/or gather information about the PF/NCP's wages and benefits (such as medical insurance), a [WHBR](#) should be generated and sent to the PF/NCP's employer.

C. How to generate a WHBR

a) How to manually generate a WHBR

1. In ASSETS, go to Case Mode > Resp Emp tab.
2. Click the Add New Record button.
3. The Case Mode > Resp Emp Detail Edit tab appears.
4. Enter a new employer record.

5.   Select the Yes radio button for A Wage and Health Benefits Report will be sent to this Respondent Employer.

6.   Select the Yes radio button for Do you want a copy of the completed document returned to your district? if you want a copy of the WHBR made available on ERS after it is completed by the employer.

7.   Click the Submit button at the bottom of the screen.

ASSETS generates a WHBR. During the next data exchange with the Processing Center, the Processing Center receives the WHBR data, prints the WHBR, and mails it to the employer.

b)   For new hires with a case-level only child support case, ASSETS automatically generates a WHBR (and the Processing Center prints and mails it)

If employer information is returned from the **National Directory of New Hires (NDNH)** or the **State Directory of New Hires (SDNH):**

1.   A **Code V** is systematically set in the *Employer Verification* field on the Case Mode > Resp Emp tab.

2.   ASSETS automatically generates a WHBR.

3.   During the next routine data exchange, ASSETS sends the WHBR data to the Processing Center

4.   The Processing Center prints the WHBR and mails it to the employer.

D. When the employer receives a WHBR

The employer completes the WHBR, providing information including, but not limited to, the following regarding the PF/NCP:

- Hire date

- Pay rate (and frequency)

- Social Security number (or Individual Taxpayer Identification Number)

- Date of birth

- Telephone number

- Residential and/or mailing address

- Health insurance information

The employer may also provide a **Federal Employer Identification Number (FEIN)**. (Note: Not all employers have a **FEIN**. Those that do are eligible for receiving an **Electronic Income Withholding Order (E-IWO).**

The employer mails the completed WHBR to the Processing Center.

See also: E-IWOs (Electronic Income Withholding Orders) and FEINs

E. When the completed WHBR arrives back at the Processing Center

When the completed WHBR arrives at the Processing Center, it is scanned upon arrival, and data is captured from the scan. The scan and the data are then reviewed by workers at the Processing Center, who input any data not successfully captured through automated means.

F.   To check the status of WHBRs sent to employers

Workers can check the status of WHBRs in the following ways:

- Check the Summary Mode > Parties to Action tab

- Check the *Employer Verification Ind field* on the Case Mode > Resp Emp tab for a **Code V** (**Verified** employer or insurance carrier) or **Code N** (Reviewed; **Not** a current employer).

- Check the ECS for a copy of the WHBR (if the worker selected the radio button for *Do you want a copy of the completed document returned to your district?*

Postal Clearance Letter (aka Address Information Request)

A. Summary

1. The worker needs to verify an address.
2. The worker generates an PCL via ASSETS.
3. ASSETS sends data files to the Processing Center during nightly batch processing.
4. The Processing Center prints the PCL and mails it to the Postmaster who serves the address needing verification.
5. The Postmaster fills out the PCL and mails it back to the Processing Center.
6. Upon arrival at the Processing Center, the PCL is automatically scanned and imaged, and the data in the form is captured.
7. The captured data is fed into the computer system run by the Processing Center.
8. The Processing Center sends data files to ASSETS.

If the worker checks the box for *Do you want a copy of the completed document returned to your district?* an image of the actual PCL completed by the Postmaster is made available to the CSEU worker via ECS, accessible from the ASSETS homepage.

B. What is a PCL?

The PCL is used to ask a Postmaster to confirm or deny that a certain person (i.e. a PF/NCP in a case) receives mail at a certain address, and/or to provide additional information, such as a forwarding address, if applicable.

C. When to use a PCL

When you have an address for a PF/NCP, but are unsure whether it is current or valid, you need to verify the address via an PCL.

You generate the PCL through ASSETS.

D. How to generate a PCL in ASSETS

1. In ASSETS, open a case, then go to: *Summary Mode* > Resp Addr *tab*.

2. On the Respondent Addresses table, click on *UPD* in the row containing the address you want to verify.

   The *Respondent Address Details* screen appears. Click the *Yes* radio button if you want a copy of the PCL returned to your district.

3. Click *Submit*.

A PCL will be mailed to the Postmaster.

* Note: A PCL can also be initiated by opening a **V Group** on the Case Mode > Status Information tab.

E. When the Postmaster receives a PCL

When the Postmaster receives the PCL, he or she will indicate one of the following on the form:

- ☐ Mail is delivered to the address given

- ☐ Mail is forwarded to a new address

- ☐ [PF/NCP is] Not Known at address given

- ☐ [PF/NCP] Moved, left no forwarding address

- ☐ No such address

- ☐ Other (Specify)

The Postmaster will also provide a street address, if available, for a PF/NCP who has a PO Box, and a new address, if the PF/NCP has moved and provided one.

F. To view the status of PCL queries

You can view the *Address Verification Indicator* (Ver Ind) code on the Summary Mode > Resp Addr tab. This will tell you the status of the PCL.