

**Department of Human Services  
Office of Recovery Services  
Child Support Services**



**F**ederal  
**P**arent  
**L**ocator  
**S**ervice

**FPLS for custody and  
parent-time purposes**

# FEDERAL PARENT LOCATOR SERVICE (FPLS)

## for Custody and Parent-time Purposes

### WHAT IS THE FEDERAL PARENT LOCATOR SERVICE (FPLS)?

The FPLS is a computerized, national location network operated by the Federal Office of Child Support Enforcement (OCSE).

One of the services provided by the FPLS is to determine the whereabouts of a parent and child in order to make or enforce a custody or parent-time determination. [42 USC 653(a)(3) and 663(a)]

A custody or parent-time determination is defined as a judgment, decree, or other order of a court providing for the custody or parent-time of a child. The term includes permanent and temporary orders, and initial orders and modifications.

### WHO IS AUTHORIZED TO REQUEST INFORMATION FROM THE FPLS?

Federal law defines an “authorized person” for these purposes as:

- any agent or attorney of any State who has the duty or authority under the law of that State to enforce a child custody or parent-time determination;
- any court having jurisdiction to make or enforce a child custody or parent-time determination, or any agent of such court; and,
- any agent or attorney of the U.S., or of a State having an agreement who has the duty or authority to investigate, enforce, or bring a prosecution with respect to parental kidnapping.

**A non-custodial parent may NOT submit a request directly or through private counsel.**

### HOW DOES THE NON-CUSTODIAL PARENT MAKE A REQUEST FOR FPLS SERVICES?

To submit a request to the FPLS for these purposes, the parent must:

- petition a court with proper jurisdiction to submit a request to the Office of Recovery Services/Child Support Services (ORS/CSS) to access the FPLS on the parent’s behalf;
- a copy of the court petition must be served upon the Office of the Attorney General, Child and Family Support Division;
- the court must send the request to:  
Tracy Graham, IV-D Director  
ORS/CSS  
P.O. Box 45011  
Salt Lake City, UT 84145-0011  
Re: FPLS Request

*The request must identify both parents’ names and social security numbers, if known, and the child(ren)’s name(s).*

### WHAT INFORMATION WILL I RECEIVE FROM THE FPLS?

When ORS/CSS receives a proper request, a locate case is opened and an electronic referral is made to the FPLS. The only information that may be released is the **most recent address and place of**

**employment**, for the individual whose location is sought. If ORS/CSS receives this information from the FPLS, it is sent to the requestor unless the information has been safeguarded.

If the information is safeguarded because of a Family Violence Indicator (FVI), you will not receive any information. A FVI blocks the release of an individual’s information when there is a protective or nondisclosure order or there is reason to believe harm may come to the individual if the information is released. You may still be able to obtain information that has been safeguarded by petitioning an appropriate court for assistance. If the petition is granted, the court forwards a request for disclosure of the safeguarded information to ORS/CSS. ORS/CSS will send the request to OCSE. If OCSE determines the request is “regular on its face” and for an authorized purpose in response to a specific request, they will perform a one-time release of the information. The information will be sent to the court who then reviews the specific information received and determines whether further disclosure may be harmful to the parent and/or child.

### WHO DO I CONTACT IF I HAVE A QUESTION?

You may contact a regional ORS/CSS office if you have questions regarding the access of the FPLS for custody and determination purposes.

Salt Lake	536-8500 or 800-662-8525
Ogden	626-3475 or 800-336-2629
Provo	374-7233 or 800-255-8734
Richfield	896-5461 or 800-896-5461
St. George	674-3900 or 800-678-1732