

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 28, 2006

**What's Inside:**Enhanced  
Diligent Search**M E M O R A N D U M**

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND  
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: ENHANCED DILIGENT SEARCH THROUGH A CONTRACTUAL  
AGREEMENT WITH THE DEPARTMENT OF REVENUE

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to introduce to staff an enhanced diligent search mechanism established through a contractual agreement between the Department of Social Services and the Department of Revenue (DOR). The Children's Division (CD) now has the capability to search in Missouri only for a biological parent, step parent, adoptive parent, legal guardian, or a relative of a child in the custody of the CD whose identity or location is unknown. Designated personnel have been authorized limited inquiry access to DOR's Division of Motor Vehicle (DMV), General Registration (GRS) and Marine electronic systems to complete location searches.

**ACCESS:**

Pursuant to the Driver's Privacy Protection Act (DPPA) of 1994, 18 U.S.C. SS2721, information accessed through motor vehicle or driver's license records is highly confidential and restricts public disclosure of personal information contained in DMV records. Designated staff shall abide by all federal laws and state statutes, common law and the Code of State Regulations of the State of Missouri relating to the access and use of these systems. Those designated staff shall also maintain all documentation for a minimum of five (5) years, as required by the DPPA, and make them available to the motor vehicle division upon request.

**The DMV system can only be accessed for CD business purposes. Access for any other purpose other than what is stated in the terms of the contractual agreement is forbidden and could result in disciplinary action, up to and including suspension, dismissal, and civil or criminal court action. Designated staff are not to disclose confidential driving records to anyone without a business-related need to know.**

## **DESIGNATED PERSONNEL:**

The following is a listing of designated staff in each Region who have been trained and have inquiry access to complete a diligent search through Missouri's DMV:

### **Northern Region**

Wendy Austin, Field Support Mgr.  
Livingston County Office  
601 W. Mohawk, Suite B  
Chillicothe, MO 64601  
660-646-5770  
[Wendy.E.Austin@dss.mo.gov](mailto:Wendy.E.Austin@dss.mo.gov)

Michael Logsdon, Field Support Mgr.  
Fulton Office  
106 N. Hospital Dr. 103  
Fulton, MO 65251  
573-592-4097  
[Michael.Logsdon@dss.mo.gov](mailto:Michael.Logsdon@dss.mo.gov)

### **Southern Region**

Frances Gould, Field Support Mgr.  
Cape Girardeau County Office  
220 N. Fountain  
Cape Girardeau, MO 63701  
573-290-5656  
[Frances.J.Gould@dss.mo.gov](mailto:Frances.J.Gould@dss.mo.gov)

Rhonda Dlouhy, Field Support Mgr.  
Springfield Annex  
1721 W. Elfindale, Ste. 205  
Springfield, MO 65807  
417-895-6591  
[Rhonda.S.Dlouhy@dss.mo.gov](mailto:Rhonda.S.Dlouhy@dss.mo.gov)

### **KC Region**

Janice Peterson, Adm. Asst.  
Jackson County Office  
615 E. 13<sup>th</sup> St.  
Kansas City, MO 64106  
816-889-2815  
[Janice.F.Peterson@dss.mo.gov](mailto:Janice.F.Peterson@dss.mo.gov)

Carol Simpson, Office Support Asst.  
Jackson County Office  
615 E. 13<sup>th</sup> St. Rm. 407  
Kansas City, MO 64106  
816-889-2400  
[Carol.J.Simpson@dss.mo.gov](mailto:Carol.J.Simpson@dss.mo.gov)

### **St. Louis County**

Sue Lane, Office Support Assistant  
St. Louis County Office  
9900 Page Ave.  
St. Louis, MO 63132  
314-426-8402  
[Suzanne.Lane@dss.mo.gov](mailto:Suzanne.Lane@dss.mo.gov)

Phoelica McKenzie, SSSIII  
St. Louis County Office  
4040 Seven Hills Dr.  
Florissant, MO 63033  
314-877-3056  
[Phoelica.McKenzie@dss.mo.gov](mailto:Phoelica.McKenzie@dss.mo.gov)

### **St. Louis City**

Joan Garrison, SSSIII  
St. Louis City  
4411 N. Newstead Ave.  
St. Louis, MO 63115  
314-877-2326  
[Joan.L.Garrison@dss.mo.gov](mailto:Joan.L.Garrison@dss.mo.gov)

Allen Duckworth, Unit/Site Manager  
St. Louis City/Prince Hall  
4411 N. Newstead Ave.  
St. Louis, MO 63115  
314-877-2311  
[Allen.K.Duckworth@dss.mo.gov](mailto:Allen.K.Duckworth@dss.mo.gov)

Donna Larry, Clerical Services Supervisor  
St. Louis City/Wainwright  
111 N. 7<sup>th</sup> St.  
St. Louis, MO 63101  
314-340-7697  
[Donna.M.Larry@dss.mo.gov](mailto:Donna.M.Larry@dss.mo.gov)

### **Central Office**

The following staff person at Central Office will be utilized as support for field staff when their designated person is unavailable or if technical assistance is necessary:

Belinda Luke, Program Development Specialist  
Cindy Wilkinson, Program Manager

All logon issues will need to be directed to the ITSD help desk at 1-800-392-8725 or 573-751-3811 for resolution.

### **PROTOCOL FOR REQUESTING A SEARCH:**

Staff must first proceed with their regular methods of locating an absent parent through the completion of the CS-IV-E Eligibility referral process upon a child entering CD custody. Staff should refer to those steps identified in Section 4, Chapter 4, Attachment A of the Child Welfare manual before requesting designated personnel to begin their enhanced search.

Throughout the life of a case, the identity of an absent parent or relative may be identified whose whereabouts are unknown. Staff may request their designated staff perform a search of the DMV screens to locate those individuals by completing the CD-88 REQUEST FOR LOCATION SERVICES form. (Form and Instructions are attached.) A search will not be performed without the completion of the CD-88. This new form was designed specifically for staff to use as a tool to assist in completing and documenting their reasonable efforts to perform a diligent search to locate absent parents or relatives, as required by the Program Improvement Plan (PIP), Council on Accreditation (COA) and House Bill 1453.

Record searches may be conducted in the DMV, GRS or Marine systems in a variety of ways, such as by:

- Name (last, first)
- Social Security Number (SSN)
- Driver's license number,
- License plate number,
- Vehicle identification number (VIN)

If only a partial name, SSN, or driver's license number exists, the system may still be searched. Once the authorized staff person completes the search, the only information supplied to the worker will be the information provided on the form, and staff should not request other information which may be included in the system as this violates the



**REFERENCE DOCUMENTS and RESOURCES:**

Public Law 103-322 Driver's Privacy Protection Act (DPPA)

Public Law 106-69 Amended DPPA

**RELATED STATUTE:**

[Section 210.117](#)

[Section 210.127](#)

[Section 210.482](#)

[Section 210.565](#)

[Section 211.452](#)

**ADMINISTRATIVE RULE:**

NA

**COUNCIL ON ACCREDITATION (COA) STANDARDS:**

S21.1.04

S21.3.05

**PROGRAM IMPROVEMENT PLAN (PIP):**

P1.6.2 Improve diligent search for relatives/missing parents.

P2.16.1 Improve diligent search for non-custodial parent.

**SACWIS REQUIREMENTS:**

Form and Instructions provided to SACWIS

PN/BL