

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



Dear Partner in Child Support Enforcement:

The California Department of Child Support Services (DCSS) is taking steps to ensure the data maintained in our system is distributed only to permitted individuals. A new authorization process has been developed for the Parent Locate Service (PLS). It requires that agencies and individuals requesting California Parent Locator Service (CPLS) information and/or Federal Parent Locator Service (FPLS) information to annually complete security forms and acknowledge the need for security and disclosure prevention of confidential information.

Your PLS authorization package must be completed and approved for you and your agency to receive CPLS and FPLS information from DCSS.

The PLS authorization package attached should include:

1. Confidentiality Statement (DCSS 0593)
2. PLS Security Memorandum of Understanding (MOU) (DCSS 0693)
3. PLS Director Self-Certification (DCSS 0694)

Please complete and mail the documents to:

California Department of Child Support Services
California Parent Locator Service
P.O. Box 419073, MS-310
Rancho Cordova, CA 95741-9073

Please allow up to 30 days to receive an approval or denial response letter from DCSS regarding your PLS authorization package.

If you have any questions or concerns regarding this matter, please contact our CPLS liaison at caparentlocateservice@dcss.ca.gov.

California Parent Locator Service Liaison
California Department of Child Support Services

CONFIDENTIALITY STATEMENT

DCSS 0593 (01/17/18)

The Department of Child Support Services (DCSS) is responsible for securing Child Support information. DCSS takes this responsibility seriously. The information below describes serious consequences you are subject to in the event that you unlawfully access or disclose Child Support information. Child Support information includes data that is obtained from numerous organizations including, but not limited to: the Internal Revenue Service, the California Franchise Tax Board, the California Employment Development Department, and the California State Board of Equalization. **This information is confidential.** Child Support information also includes DCSS plans, processes, procedures, memoranda, correspondence, research documents, and statistical analysis concerning the DCSS Child Support Program. **This information may be confidential.** Confidential information in any form (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc.) is not public and requires special precautions to protect it from wrongful access, use, disclosure, modification, and destruction. DCSS strictly enforces information security. If you violate DCSS confidentiality policies, you may be subject to administrative, civil, and or criminal action.

You may only access confidential information if you have a specific Child Support business need for that information. You may only disclose confidential information to other individuals that have a specific Child Support business need for that information. If you access confidential information without a Child Support business need or if you disclose confidential information to another person that does not have a Child Support business need, you may be subject to discipline by your department, termination of your or your employer's contract, criminal fines, or imprisonment.

- Fines for confidentiality violations range from \$1,000 to \$20,000.
- Imprisonment for confidentiality violations ranges from 1 year to 5 years.
- In addition, you may be liable for damages to persons injured by your confidentiality violation.

By your signature and initials below, you acknowledge that confidential Child Support information is subject to strict confidentiality requirements imposed by state and federal law including, but not limited to: Title 26 United States Code sections 7213(a), 7213A, and 7431; Code of Federal Regulations, 45CFR303.21; California Penal Code section 502; California Family Code section 17212; California Unemployment Insurance Code sections 1094, 2111, and 2122; California Revenue and Taxation Code sections 7056, 7056.5, 19542, and 19542.1.

READ AND INITIAL EACH OF THE STATEMENTS PRINTED BELOW

- ____ I acknowledge that operating any computer providing access to Child Support information constitutes consent to monitoring of all system activity. Evidence of unauthorized use collected during monitoring may be used for adverse or criminal action. Logging on to any system providing access to Child Support information indicates acceptance of the DCSS Information Security Policy.
- ____ I acknowledge responsibility for knowing the classification of Child Support information. If I do not know the classification of specific information, I will seek classification information from my supervisor.
- ____ I acknowledge that wrongful access, use, modification, or disclosure of confidential information may be punishable as a crime and/or result in disciplinary and/or civil action taken against me - including but not limited to: reprimand, suspension without pay, salary reduction, demotion, or dismissal - and/or fines and penalties resulting from criminal prosecution or civil lawsuits and/or termination of contract.
- ____ I acknowledge that wrongful access, inspection, use, or disclosure of confidential information for personal gain, curiosity, or any non-business related reason is a crime under state and federal laws.
- ____ I acknowledge that wrongful access, use, modification, or disclosure of confidential information is grounds for immediate termination of my organization's Child Support related contract.
- ____ I hereby agree to protect Child Support information in any form, (e.g. paper, CDs, DVDs, computer drives, mobile computing devices, etc) by:
- Accessing Child Support information only as needed to perform my Child Support business duties.
 - Never accessing information for curiosity or personal reasons.
 - Never showing confidential information to or discussing confidential information with anyone who does not have the need to know.
 - Storing confidential information only in approved locations.
 - Never removing sensitive or confidential information from the work site without authorization.
- ____ I agree that I will not disclose my password(s) that provide me access to Child Support systems to any other person.
- ____ I agree that I will not duplicate or download confidential Child Support information unless I am authorized to do so.

I certify that I have read and initialed the confidentiality statements printed above.

PRINT FULL NAME_____
SIGNATURE_____
PRINT EMPLOYER'S FULL NAME_____
DATE

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**Parent Locate Service Security Memorandum of Understanding (MOU)**

This Memorandum of Understanding, herein referred to as MOU, is between the California Department of Child Support Services herein after referred to as DCSS, 11120 International Drive, Rancho Cordova, CA 95741-9073 and

California Parent Locator Service (CPLS) and/or Federal Parent Locator Service (FLPS) information is considered confidential locate information and is protected by strict confidential requirements imposed by state and federal law including, but not limited to: Title 26 United States Code sections 7213(a), 7213A and 7431; Code of Federal Regulations, Title 26, Code of Federal Regulations, part 301; California Penal Code section 502; California Family Code section 17212; California Unemployment Insurance Code sections 1094, 2111, and 2122; California Revenue and Taxation Code sections 7056, 7056.5, 19542, and 19542.1.

Protecting confidential locate information is in the public's and State's interest. DCSS strictly enforces information security. Accessing or distributing Child Support Locate information without a business need and DCSS authorization is strictly forbidden. Unauthorized access to confidential information may be punishable as a crime and/or result in disciplinary action and/or civil action, including but not limited to: fines and/or penalties resulting from criminal prosecution and/or civil lawsuits and/or termination of receipt of this confidential locate information.

also agrees to:

- Update DCSS immediately when changes need to be made for authorized users/requestors of Parent Locate Service (PLS) information
- Safeguard confidential information from the public
- Store all PLS information, when not in use, in a locked cabinet
- Properly destroy any confidential records or information related to the PLS request within 30 calendar days after business need is satisfied
- Conduct self-certification audits annually based on the calendar year to ensure that all confidential procedures and safeguards are adhered to
- Report security breaches or suspected security breaches immediately to the Information Security Office, DCSS at: info.security@dcss.ca.gov
- Sign and return Parent Locate Service Security Memorandum of Understanding (DCSS 0693) annually.

Section I: Applicant Primary Contact Information

Organization Name	Primary Contact Name
Job Title	Entity Department/Division Name
Phone Number	E-mail Address
Office Address	

Section II: Applicant Secondary Contact Information

Organization Name	Secondary Contact Name
Job Title	Entity Department/Division Name
Phone Number	E-mail Address
Office Address	

Section III: DCSS Contact Information

E-mail Address caparentlocateservice@dcss.ca.gov	Fax Number (916) 636-2426
Office Mailing Address Locate and Intercept Processing PO Box 419073, MS-310 Rancho Cordova, CA 95741-9073	

The following staff:

- Have read, signed and acknowledged the Confidentiality Statement (DCSS 0593).
- Are authorized to view and request CPLS/FPLS information.

NOTE: If additional Authorized Locate Requestors are needed, please use a copy of this page and attach it to the MOU with all the pertinent fields completed, including signatures.

Section IV: Authorized Locate Requestor

Name	Office Name and Address
Job Title	
Phone Number	
E-mail Address	

(SIGNATURE)

(DATE)

Section V: Authorized Locate Requestor

Name	Office Name and Address
Job Title	
Phone Number	
E-mail Address	

(SIGNATURE)

(DATE)

Section VI: Authorized Locate Requestor

Name	Office Name and Address
Job Title	
Phone Number	
E-mail Address	

(SIGNATURE)

(DATE)

Director/CEO: I certify that I have read and agree that the above statements and confidentiality requirements are current and adhered to.

(PRINT NAME)

(TITLE)

(SIGNATURE)

(DATE)

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**Parent Locate Service Director Self-Certification**

The Parent Locate Service (PLS) Director Self-Certification process is conducted annually by the agency indicated on the PLS Security Memorandum of Understanding (MOU) (DCSS 0693) with the California Department of Child Support Services (DCSS). The goal of the PLS Director Self-Certification form is to ensure that the appropriate confidentiality measures are in place to protect child support information and child support information assets from the risk of accidental, intentional or unauthorized access, disclosure or modification. This form shall be completed annually based on the calendar year and an original copy mailed to the DCSS address above.

- ☐ The Parent Locate Service Security MOU (DCSS 0693) on file with DCSS is up to date with current authorized staff information.
- ☐ Only authorized staff listed on the Parent Locate Service Security MOU (DCSS 0693) views and handles all child support documents obtained during the performance of this agreement.
- ☐ The Confidential Statement (DCSS 0593) on file with DCSS is up to date with each authorized staff information.
- ☐ All child support documents obtained during the performance of the Parent Locate Service Security MOU (DCSS 0693) are destroyed properly by authorized staff within 30 calendar days after a business need is satisfied.
- ☐ All child support documents obtained during the performance of the Parent Locate Service Security MOU (DCSS 0693) are stored in a locked, confidential cabinet or drawer by authorized staff during hours when not in use.
- ☐ All child support documents obtained during the performance of the Parent Locate Service Security MOU (DCSS 0693) are not left unattended, including work space, printers, copy machines, and/or fax machines.

Director/CEO: I certify that I have read and agree that the above statements and confidentiality requirements are current and adhered to.

(PRINT NAME)

(TITLE)

(SIGNATURE)

(DATE)