



Protocol for Due Diligence Search & Report

<p>1. SW completes *Absent Parent Search Request Form -Document in Report Log based on type-each district should have a report log to track requests.</p>
<p>2. SW submits form via email to respective district Absent Parent Inbox (reports for ER and Adoption take priority-unless Court has issued an expedited search request for a case in another program)</p>
<p>3. Clerk completes search via established sources** (STOP HERE-see attached list.)</p>
<p>4. Clerk enters results of search sources into CWS (STOP HERE-see attached instr.)</p>
<p>5. If parent is located: (If parent is not located move to Step 6)</p> <ul style="list-style-type: none"> - If incarcerated please call prison/jail to determine if parent is still in custody. - ***Send official letter to jail asking to confirm location of prisoner and prisoner ID - Then, send copy of letter as attachment in an email to SW notifying SW letter was sent to jail - If not incarcerated, it is recommended to find nearest post office to the address found to send request of address verification to post office (to ensure address is real and receives mail-note this may take some time to receive back) if verification is taking too long then skip to sending absent parent a letter to the address to verify parent resides there via both regular and certified mail. Do this for ALL verified addresses that come from your search - Wait for results of the letters, repeat for all new addresses. IF a absent parent responds or you hear back from absent parent notify social worker of location of absent parent asap
<p>6. Clerk then generates Declaration of Due Diligence report from CWS and enters specific language into report (STOP HERE-see attached instructions)</p>
<p>7. Clerk saves to CWS database, prints a copy, and provides to Social Worker</p>
<p>8. Social Worker reviews report and, if approved, signs the report and sends to court (The report is a legal affidavit that must be signed by the primary Social Worker-Supervisor may sign in lieu if SW is not available)</p>

* Must at least have full name of absent parent, sex, relationship to child and CWS case # completed. **Timely submission is vital. SW must ensure they comply with the submission timelines, including updates, for the report to be ready for the hearing in which it is needed.**

** Clerk must first search via source type and then record results in CWS. See attached **Standard Statements for Search** entry (eg. clerk completes county jail search then records in CWS under Search Log tab within client notebook-see attached instructions)

*** Example of a Certified Parent Letter is attached

Due Diligence Search List

Type Of Search	Description	How To Conduct
Government System Search		
Absent parent may be receiving benefits; medical, financial		
MEDS	State wide database of government health benefits	Authorized access as Due Diligence Clerk to check system
CalWin	State online benefit tracking system	Authorized access as Due Diligence Clerk to check system
DMV	State-wide online database of driver info	Authorized access as Due Diligence Clerk via Mocha Mainframe
Contra Costa County Child Support Services	Local service to track parents through child support system	(866) 901-3212
Prison/Inmate Search		
Absent parent may be incarcerated in state, federal or county jail		
Federal Bureau of Prisons	Federal prison system online locator	www.bop.gov/inmateloc/
California Dept of Corrections	California state prison online locator	To find inmate: Call (916) 445-6713 Fax (916) 322-0500 To find facility: www.inmatelocator.cdcr.gov/
Contra Costa County Probation Dept	Contra Costa probation can track parent if in there system	www.co.contra-costa.ca.us/198/probation Call (925) 313-4000 Fax (925) 313-4164
Office of Detention and Removal Operation	Online database for alien detainees	https://locator.ice.gov/odls/homePage.do
Victim Notification Network (VINE) Counties not covered in Vine:	Online web app to find parent that has criminal background Alpine- Merced- Monterey- Riverside- Sacramento-	www.vinelink.com Call (530) 621-6000 (209) 754-6499 Merced locator https://www.montereysheriff.org/inmates/ http://jimspub.riversidesheriff.org/ http://sacsheriff.com/inmate information/
Public Web Search		
Online tools to track absent parent location		
Lexus Nexis	Online search engine of public records	http://www.accurint.com/
Google	Main search engine of web presence	www.google.com
* Facebook	Social media site	www.facebook.com
White pages	Online database that tracks addresses and personal info	www.whitepages.com

* It is recommended to use Facebook's general search function without logging in per the county's employee use of social networking sites.

STANDARD STATEMENTS FOR SEARCH DESCRIPTION FIELD

COUNTY JAIL - DDC searched VINELINK using name and date of birth

DOJ - DDC requested for CLETS report

DOJ - DDC faxed/phoned request to Bureau of Prison for comparison of identifying information with website match

DMV - DDC accessed California DMV record.

ELIGIBILITY WORKER – DDC searched Compass Point.

LOCAL JAIL - DDC searched VINELINK using name and date of birth.

MEDS – DDC searched using (name and date of birth) (social security)

OTHER SEARCH SOURCE - DDC requested the absent parent to contact the Bureau through letter sent via regular and certified mail to (address)

OTHER SEARCH SOURCE – DDC searched Whitepages.com.

OTHER SEARCH SOURCE - DDC searched Facebook.

OTHER SEARCH SOURCE - DDC searched ACCURINT using name and date of birth or social security.

POSTAL SERVICE - DDC requested address verification from the post office nearest (address)

PRISON - DDC searched Federal Bureau of Prison internet website
www.bop.gov

PRISON - DDC searched California Prison Locator website.

PRISON – DDC searched prison locator website for the State of (name of state)

PROBATION/PAROLE - DDC called Probation Officer

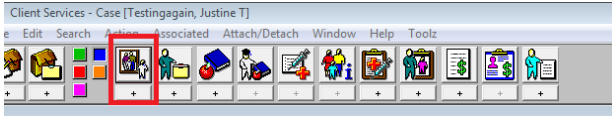
PROBATION/PAROLE - DDC called State Parole Office

PROBATION/PAROLE - DDC called Federal Parole Office

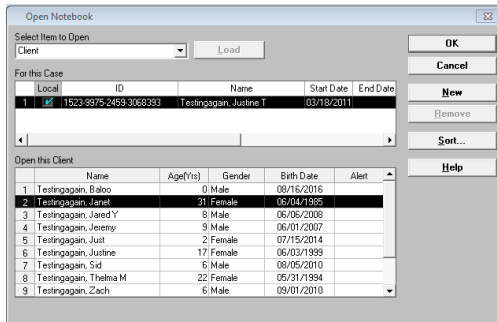
VOTER REGISTRATION – DDC searched voter registration website.

* red – Program accessible only to Due Diligence Clerk

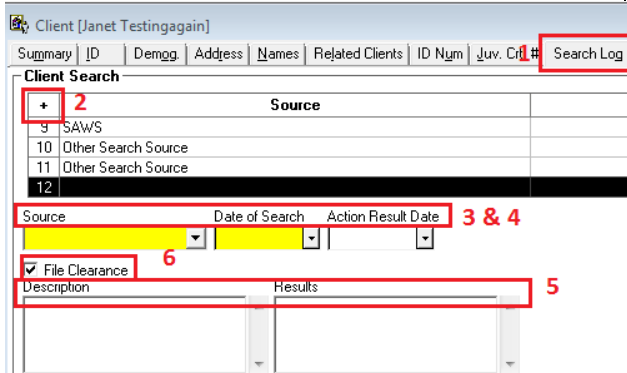
CWS Process for Entering Search Results



Once you have conducted your search out of CWS and you have your results open the **Client Notebook** from within the respective case

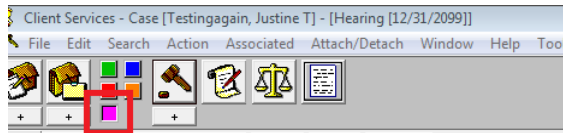


Select the client you wish to complete a search for and select **Ok**

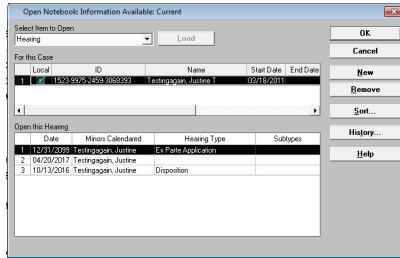


1. Select **Search Log** tab within the client notebook
2. Select '+' symbol
3. Select the drop down field for **Source** and select from the list the type of search you conducted
4. Complete **Date of Search**, and **Action Result Date** (eg. date should be date you began and then ended your search for that search type)
5. Complete the details in **Description**, and enter the **Result** (see below for attached standard statements based on type of search)
6. Unclick the check mark on **File Clearance** (this will display results entered in table above under Results)
7. Repeat steps 2-6 for each search source. Then, after entering all search source results **make sure to save to database** before generating report

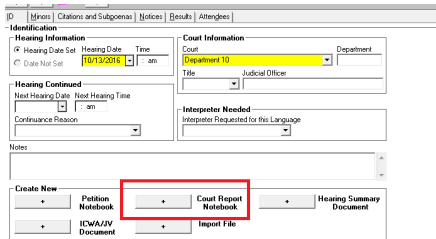
CWS Process for Generating Declaration of Due Diligence Report



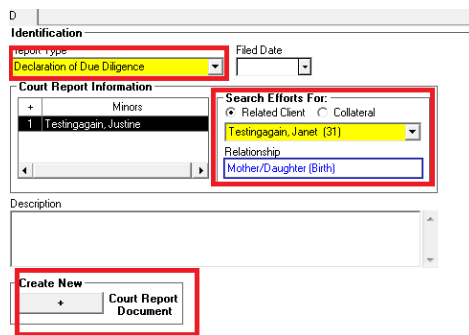
Select  button



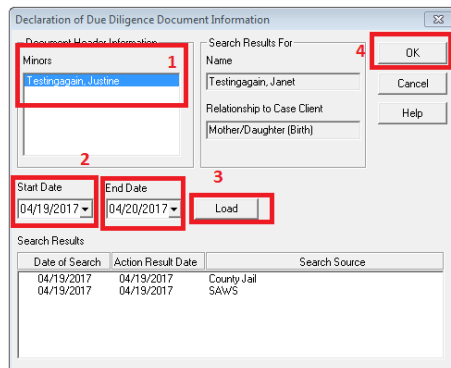
Open hearing (usually next upcoming, but check with social worker first)



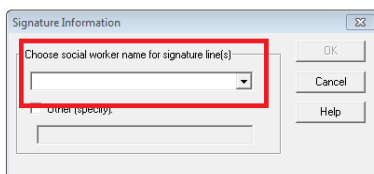
Select **Court Report Notebook**



1. Select Report Type and select **Declaration of Due Diligence**
2. Select **Related Client** from dropdown
3. **Create New Report** by clicking + sign



1. Select **Minor** - you need to select him/her even if only one appears
2. Select **Start Date** (day of initial search or date of last Due Diligence report done within one year) and **End Date** (last date of your current search entry) Select **Load**
3. Check the results to ensure they are all there and then Select **Ok**



Select from the dropdown the Social Worker you are completing the request for then select **OK**.

The report will then be generated

Under **Search Identifiers/Parameters** enter:
'This search was completed for absent parent [enter name and DOB of absent parent you are conducting search on] and requested by [Social Worker name here] on [date of search request]. It was processed by the District Due Diligence Clerk [Clerk initials here].'

Also under **Summary** enter:
'The due diligence was conducted by the Due Diligence Clerk, [Clerk initials here], and based upon my review of the due diligence report I believe the [enter respective parent type; mother's/father's/guardian's] whereabouts to be [enter results; 'unknown' or state whereabouts.]'

Within the report enter the language (to the left) under **Search Identifiers/Parameters** heading and under **Summary** heading place your initials in respective areas and ensure specific parent type (eg. mother/father/guardian) is entered and the whereabouts are stated. You may add further details in Summary after these standard statements, if needed.

Save to database, print and place report in SWer's inbox on their desk. Please follow up with an email to SWer stating the search and report was completed and placed on their desk.



Contra Costa County
Children & Family Services

A Bureau of the Employment and Human Services Department



We work
 with families
 to ensure
 the safety of
 their children
 and to
 assist them
 in reaching
 their full
 potential.

August 10, 2017

RE: Margaret Kelly, CC17F1970
 Contra Costa County Sheriff's Office
 651 Pine St
 Martinez, CA 94553

Dear Ms. Kelly:

We are writing you regarding a matter we are handling in the Children & Family Services Division of Contra Costa County. We are trying to locate the parent of a child with whom we are working with. **This is neither a paternity action nor an attempt to establish child support responsibility.** We are attempting to make permanent plans for the child and want to locate the parents.

The information we have available is:

Parent(s) Name:	Margaret Kelly
Date of Birth:	01/01/1981
Year child was born:	1999

Although you may not be the correct person, it is very important that you reply to this letter as soon as possible by either calling (925) 522-7610 (collect calls accepted) or contacting us by mail. A self-addressed envelope is enclosed for your convenience.

We do not accept collect calls from detention facilities that require pre-paid set-up of charges. If you are calling from Contra Costa County jail, request to use an **inter-county** phone then direct dial at 2-7610 or 2-7600.

Your help in this matter will be greatly appreciated and will make it possible for us to plan for the child.

Sincerely,

Due Diligence Clerk, GWOB
 Children & Family Services



EXAMPLE DUE DILIGENCE REPORT

Children & Family Services /
Employment & Human Services
2530 Arnold Dr., Ste. #360
Martinez, California 94553
Todd Lenz
(925) 608-6813
N101
DSS No. 0123456

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF CONTRA COSTA**

725 Court Street, Room 201, Martinez, California 94553

DECLARATION OF DUE DILIGENCE

Much of the demographic information will pre-populate into this report from the CWS/CMS data base. Other information is entered by the user into form fields designed for local text entry. Either the cursor or the F11 key may be used to navigate from one non protected form field to another. Navigating with the F11 key puts your cursor in the correct position to proceed. With the first letter entered, both the form field and the text in the form field, if any, disappear.

<u>Hearing Date</u>	<u>Hearing Time</u>	<u>Dept./Room</u>	<u>Hearing Type/Subtype</u>
09/04/2017			366.21(e) 6 month Review

IN THE MATTER OF

<u>Name</u>	<u>Date of Birth</u>	<u>Age</u>	<u>Sex</u>	<u>Court Number</u>
Jean Kelly	06/03/1999	17	F	J10-00002

SEARCH IDENTIFIERS/PARAMETERS *User Text Entry: Enter details regarding the person completing the search activities and/or additional detail, such as AKA's, regarding the person for whom the search activities were initiated.*

This search was completed for absent parent, Margaret Kelly DOB 01/01/81, and requested by Social Worker Todd Lenz on August 3, 2017. It was processed by the District Due Diligence Clerk C.C.

SEARCH EFFORTS

Client Name

Margaret Kelly

Relationship

Mother (Birth)

To Whom

Jean Kelly

1. Search Source

Child Support Division

Action Date

08/09/2017

Results Date

08/09/2017

Description

Medi Cal

Results

No results shown

2. Search Source

County Jail

Action Date

08/09/2017

Results Date

08/09/2017

Description

County Jail

Results

No information found

3. Search Source

Other Search Source

Action Date

08/09/2017

Results Date

08/09/2017

Description

Facebook

Results

nothing found

4. Search Source

SAWS

Action Date

08/09/2017

Results Date

08/09/2017

Description

Child Welfare System; eligibility

Results

No info located

5. Search Source

MEDS

Action Date

08/09/2017

Results Date

08/09/2017

Description

MEDS

Results

No results

SUMMARY *User text entry*

The due diligence was conducted by the Due Diligence Clerk, C.U., and based upon my review of the due diligence report I believe the mother's whereabouts to be unknown.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. *Enter the day, month, year that you sign this declaration, as well as the location (city and state).*

Executed this _____ Day of _____, _____ at
_____, _____.

Todd Lenz, Social Worker III