

Unable to Locate

DCFS Practice Guideline 204.9 (2025)

A finding of Unable to Locate can be made only when reasonable efforts have been completed.

- A. Reasonable efforts include (but are not limited to):
 1. Visiting the home at least twice at times other than normal work hours.
 2. Contacting local schools for additional contact and address information
 3. Contacting local and county law enforcement agencies to gain any additional address information.
 4. Checking public assistance records for additional address or contact information.
 5. Checking with the referent for additional address information.
 6. Send the name and any other information regarding the family to the CLEAR (kin locator) license holder in the region for an internet search for additional address information

- B. Prior to making a finding of Unable to Locate, the caseworker will document and follow-up on any new information from the above sources regarding the whereabouts of the child and family. If additional address information is found, the CPS caseworker will make visits to that address in order to find the child.

- C. No face-to-face contact can be conducted on an Unable to Locate case. If the caseworker has completed a face-to-face on the case and cannot subsequently locate the family, see practice guideline 204.9a, Unable to Complete.

If face-to-face contact has been made, this case is considered an unable to complete case and should not be reviewed. The answers are all N/A.

CPS UL.1 Did the worker visit the home at least twice at times other than normal work hours?

Check the Case Activity Record for documentation that the worker visited the home at times other than normal work hours (8 a.m.-5 p.m.) at least twice. If the caseworker visited the home once (at any time) and determined that the address available for the family was incorrect and a different address could not be located this question is answered Yes.

Yes	The worker visited the home outside of normal work hours at least twice. OR the worker visited the home address once and determined that the address was incorrect or that the family had moved.
No	There is no documentation that the worker visited the home twice outside of normal business hours.
N/A	The family was homeless and their address is unknown; OR the worker located the family but the child is AWOL, or face-to-face contact has been made on the case.

CPS UL.2. If any child in the family was school age, did the worker check with local schools or the local school district for contact/location information about the family?

Check the Case Activity Record for documentation that the worker checked with local schools or the local school district in an attempt to locate the child/family. Remember, this contact is to obtain information about how to locate the family, not to determine if the child is attending or enrolled in a specific school. What contact information does the school have for the family? Has the school forwarded records to another jurisdiction? Is there an emergency person identified for contact who may know where to locate the family?

Yes	The worker checked with local schools/school district for information about how to locate the family.
No	There is no documentation that the worker checked with the school or school district for information about how to locate the family.
N/A	No child in the family was school age or no name was available for the family, or it is known that the family moved out of state, or the worker located the family but the child is AWOL, or face-to-face contact has been made on the case.

CPS UL.3. Did the worker send the name and any other information regarding the family to the CLEAR (kin locator) license holder in the region for an internet search for additional address information?

Check the Activity Log, and elsewhere in the record for documentation that the worker checked CLEAR in an attempt to gain additional address information and locate the child/family.

Remember, this is to obtain information about where to contact the family. If the worker documents that they contacted the regional kinship locator to check CLEAR and received a response, this may be answered Y.

Yes	The worker checked with the regional CLEAR license holder to determine if further contact information was available via CLEAR and a response was provided.
No	There is no documentation that the worker sought new contact information via the CLEAR license holder.
N/A	No name was available for the child/family. The worker discovered the family had moved out of state, or face-to-face contact has been made on the case. The worker located the family but the child was AWOL.

CPS UL.4. Did the worker check public assistance records (EREP is Utah’s electronic eligibility system) for additional address or contact information?

Check the Case Activity Record in SAFE for documentation that the worker checked public assistance records for information about how to locate the family. Public assistance checks can be identified by using language such as EREP. If intake checks the public assistance records at the time of the referral, the investigator still needs to check again because the worker is looking for new information to help locate the family.

Yes	The worker checked public assistance records (EREP) for new information about how to locate the family.
No	There is no documentation that the worker checked public assistance records (EREP) for new information about how to locate the family.
N/A	No name was available for the child/family. The worker discovered the family had moved out of state and checking public assistance records was not necessary. The worker located the family but the child was AWOL, or face-to-face contact has been made on the case.

CPS UL.5. Did the worker check with the referent for additional address information?

Check the Case Activity Record in SAFE for documentation that the worker contacted the referent to find new information about the family in an attempt to locate the child/family. **The information obtained by the intake worker does not meet this requirement.** The CPS worker must contact the referent to determine if new location information is known about the family. **For cases where law enforcement is the referent, the worker must contact the agency and inquire regarding new information. Requesting police records does not meet this requirement.**

Yes	The worker contacted the referent to find new information about how to locate the family.
No	There is no documentation that the worker contacted the referent for new information about how to locate the family.
N/A	The referent was anonymous and there is no way to make contact, or face-to-face contact has been made on the case. The worker made two or more attempts to contact the referent and was unsuccessful in making contact.