

## **Suggested Resources When Unable to Locate a Child for a Child Abuse Investigation**

**Purpose:** These guidelines are being provided to provide methods for successfully completing in-person contacts within the required timeframes for investigations of child abuse and/or neglect. The following guidelines have been provided to OC CFS as best practices for attempting visits and locating families.

**CalWIN:**

- Database tracking aid, which includes:
  - CalWORKs, CalFresh, and Medi-Cal
- May be utilized to obtain parent address

**Note:**

- CalWIN screenshots are included with every Child Abuse Referral
- Data Entry Specialists (DES's) have access to CalWIN. As applicable, contact DES to request assistance with obtaining CalWIN screenshot if not already included with the Child Abuse Report

**CWS/CMS:**

- May include prior Child Abuse Reports for parents as minors, which may provide contact information for the parents
- May include contact information for other relatives and/or collaterals who could be contacted regarding current investigation

**Reporting Party:**

- May be able to provide additional information such as collaterals

**Department of Motor Vehicles (DMV):**

- Clearances are available and may reflect an address for parent
  - Refer to CFS P&P [DMV Clearances \(B-0107\)](#)

**Law Enforcement Agency:**

- As applicable, police reports may include the family's current address and telephone number
- As applicable, to determine where law enforcement agency placed child
- As applicable, research inmate records

**Workplace:**

- As applicable, contact the parent's/caregiver's workplace

**Post Office**

- Verify family's address with the post office

## Internet Resources:

- **OC Superior Court Vision Web**  
[https://crimagency.ocgov.com/Vision\\_Web/Index.do](https://crimagency.ocgov.com/Vision_Web/Index.do)
  - Provides criminal offense information, pending hearings, and demographic information, which may include an address

### **Note:**

- You will receive this message: “There is a problem with this website’s security certificate.”
- Proceed with opening the website by clicking on: “Continue to this website (not recommended).”

If logging on to OC Superior Court Vision Web for the first time, follow the steps indicated to create a Vision Web account.

- **Orange County Department of Education**  
<https://ocde.us/SchoolDistricts/Pages/default.aspx>
  - Provides contact information for schools in Orange County
- **Public Internet Telephone Directories** (e.g.,  
<https://www.whitepages.com/white-pages/ca>)