

**Questions from the webinar between the Consulate General of Mexico in Raleigh and the North Carolina Division of Social Services, September 28, 2017**

1. Q. Please discuss if DSS has custody of a child can County DSS obtain dual citizenship?
  - A. No, DSS cannot obtain dual citizenship for a child because only the [Mexican] parent(s) are allowed to pass on the citizenship to their children.
  
2. Q. What is the benefits for registering children as a dual National?
  - A. Children can travel freely to Mexico without any foreign national fees with their Mexican passport. This would also ease the transition of applying to a school if they were ever to move to live in Mexico. They can also benefit from various programs that the Mexican Government has to offer for its nationals.
  
3. Q. Can that website be repeated for verification of Visa as a US Citizen please?
  - A. [http://www.inm.gob.mx/index.php/page/Paises\\_Visas](http://www.inm.gob.mx/index.php/page/Paises_Visas)
  
4. Q. County DSS has undocumented children in foster care – Can the Mexican Consulate provide support to find family in Mexico and can they provide financial support to these children under financial assistance to indigent individuals?
  - A. The Mexican Consulate does provide aide in locating family members of children under DSS custody, this request must be done formally in writing to the Consulate through Rogelio Valencia, Latino Ombudsman, or to the Consulate General directly. It is quite difficult to locate family members with only a first and last name, the Mexican Consulate ask for County DSS to provide a **full** legal name, DOB, and place of either birth or residence; this would facilitate the process and provide a more effective response.  
Unfortunately, no, the Mexican Consulate cannot provide financial support to minors directly. The Mexican Consulate does have cases for financial support that involve minors; however, in those cases the money is given to the parents as an economic aid for their expenses for their children.
  
5. Q. County DSS also has undocumented adults who are involved with our adult services - does the Mexican Consulate aid these individuals with indigent financial assistance? When County DSS has an individual the clerk of court wants to declare incompetent – does the Mexican Consulate help those individuals?
  - A. Yes, if a person is considered as an indigent, the Consulate General provides financial support given that they provide proof of their indigent situation as justification for their aid. However, they would have to personally come to the Consulate for the solicitation of the economic help.
  
6. Q. If a current DACA (currently living in the USA) person's passport expires, what is the process to renew?
  - A. Any person can renew their passport, given that they comply with the necessary requisites, with an appointment. If they do not comply with the requisites, then they must have a justification as to why the Mexican Consulate Department of Protection and Legal Affairs should issue them an emergency passport with a validity of 1 year. The Department helps them in this process with whatever documents they have.

However, with the new Presidential order for DACA present, we can no longer aid for the issuance of said passport for DACAs since they are no longer allowed to renew their permit.

7. Q. When County DSS has child support cases with a noncustodial parent who is said to be in Mexico – does the Mexican Consulate help find him so that they can pay child support?
  - A. Yes, in accordance with the Uniform Interstate Family Support Act (UIFSA), the Mexican Consulate provides services to ensure that the noncustodial parent pays the adequate amount of child support.
8. Q. Absent of an ID card or birth certificate, does County DSS just take a person's word that they are "Mexican national" and initiate notification to the consulate?
  - A. Yes, because Mexican Consulate can check in the database to make sure that they are telling the truth about who they are. If they are Mexican, the Mexican Consulate can proceed with the necessary procedures; if not, the Mexican Consulate cannot assist but can direct County DSS to the corresponding Consulate General of their country.
9. Q. Does a person have to schedule appointments to get certified copies of birth certificates?
  - A. No, it is not.
10. Q. If a person with a DACA passport expired how can they renew with no other identification?
  - A. Please refer to question number 6.
11. Q. What is the contact information for the National System for Integral Family Development (DIF)?
  - A. It varies by state, there is no headquarters per say. If you need information from the DIF please contact Arely Obregon, from the Department of Protection and Legal Affairs at the Consulate General of Mexico in Raleigh, at 919-615-3675 or at [protecconrlq03@sre.gob.mx](mailto:protecconrlq03@sre.gob.mx).
12. Q. In cases where parents have been deported or will be deported and their children are US citizens staying with family members, does Mexican Consulate help the parents with assigning custody of the minor to the family member to prevent DSS from taking custody of such minor?
  - A. The Mexican Consulate do not directly aid in this matter, however Mexican Consulate can work with different Family Law attorneys to create workshops where parents can obtain a notarized power of attorney that specifies whom would take temporary custody of their children if they were to be detained by ICE. If no workshops are available, the interested parent(s) can call or visit the Consulate to obtain information of the attorneys the Mexican Consulate work with that can issue them said document.
13. Q. Do requests for home studies have to go through ICPC?
  - A. The way home studies work for a family member that resides in Mexico is through a direct petition from the Consulate General. Mexican Consulate works as the “middle-man” for these kinds of requests. The social worker wishing to obtain a home study

of a family member in Mexico would formally request the assistance of the Consulate for said matter. Mexican Consulate then can proceed to ask the help of our Delegation in the adequate state in Mexico to solicit the corresponding DIF to go and perform the home study of that person. The Mexican Consulate first receives back the digital scanned copy of it and forward it to the social worker, once the Mexican Consulate receives the original, the Mexican Consulate sends it via certified mail.

14. Q. Can the Mexican Consulate help with the translation of the home study document?  
A. No, the Mexican Consulate is not certified translators; therefore, we cannot aid in translating any documentation for you.
15. Q. Who gets sent the initial letter when a child with Mexican parentage enters foster care?  
A. The notification must be done formally through the Consular Notification Form and sent to Rogelio Valencia, Latino Ombudsman for NC DSS (Phone 919-527-6423, Fax 919-733-3823, [Rogelio.Valencia@dhhs.nc.gov](mailto:Rogelio.Valencia@dhhs.nc.gov))
16. Q. Are services available for putative fathers? And is there any assistance in order to establish paternity?  
Yes, the Mexican Consulate can locate the fathers in Mexico if they are believed to be the child's father. For further confirmation, if DSS wishes to perform a DNA test in order to determine paternity we can also aid in this process.
17. Q. How long does it take to complete service on a parent in Mexico by Letter Rogatory?  
A. There is not a set time frame for this; it all depends on the work load of the state court in the US, the DOJ, the Ministry of Foreign Affairs in Mexico (SRE), the judicial court in Mexico, and amongst other factors as well.
18. Q. Regarding serving parents in Mexico, what document can be used as a 'copy of the complaint'?  
A. Letter Rogatory.
19. Q. What if the parent applied for dual citizenship before DSS took custody?  
A. This does not affect anything in regards to the custody process with DSS.
20. Q. If the child is not from Mexico but from Honduras could a social worker still use the Consulate General of Mexico?  
A. No, we cannot assist in cases with children of other nationalities; however, we can direct you to that country's corresponding Consulate General.
21. Q. In order to apply for dual citizenship, do children have to be born to both parents who are Mexican or will one parent be enough?  
A. One parent is enough for the child to obtain the Mexican nationality. This also goes for children whom are adopted by Mexican parent(s).
22. Q. Is the only means of medical support (prescriptions or non-emergency visits such as dental care) provided on an emergency basis and does the consulate determine the stipulations of "emergency need" if so?

- A. The Mexican Consulate does determine if the individual's situation is an emergency and if they are indigent or not.
23. Q. For families or children who have a case with children services, the social workers should or must notify or communicate with the Consulate to service Mexican children?  
A. Yes.
24. Q. Child support has told DSS that when a child is in foster care and the parent lives in Mexico, the Mexican Consulate cannot obtain child support, is this true and do they request this via the Consular Assistance request form?  
A. Yes, County DSS is able to request the parent living in Mexico to pay child support to DSS through this Consulate General. However, keep in mind that the currency exchange is quite high and they may not be able to pay as much for it as a parent earning in US dollars would be.
25. Q. What does "Mexican Parentage" as a definition include? Does it just mean that at least one birth parent was born in Mexico?  
A. Yes, it means that at least one birth parent is Mexican.
26. Q. Is the financial assistance limited one time per person?, Is it time limited or how often they can obtain help?  
A. Usually, yes. The Mexican Consulate cannot provide financial assistance to a person multiple times as the Mexican Consulate has many persons to aid; also, the Mexican Consultant cannot exceed the amount of \$5,000.00 USD per person. However, if the person is really in need and can prove their situation of indigence, the Consulate can provide economic support as long as the total amount given (including the amount they will be provided at that time) does not exceed the \$5k.
27. Q. Can County DSS request birth certificate copies for children in our custody by fax or e-mail?  
A. No, the Mexican Consulate cannot fulfill a request of a birth certificate through fax or e-mail given the Mexican Consulate does not send original legal documents through the mail. The social worker must be present with the child in custody with their government and DSS work ID, court order stating that the child is under DSS custody, letter from supervisor stating that they are the child's social worker and they are authorized to do any legal procedures for the child, and said child's valid ID. Each certified copy of the birth certificate is \$13.00 USD. However, you can request via fax or e-mail for verification if the child's birth certificate is in our system before coming to the Consulate.
28. Q. When a relative of a child in DSS custody has an approved/favorable home study and it is determined that a child may reside with that relative, is there any kind of monitoring that DIF provides to ensure the safety of the child once placed?  
A. Yes, the DIF continues to monitor cases of children once they are repatriated to Mexico with their families. If necessary, DSS can request (through the Consulate) that the DIF go to the child's home to evaluate their living conditions and how they have adapted to their new environment.

29. Q. Home Studies can be completed in Mexico, but what about a CPS history search? Would we be able to request information regarding any CPS history on a family?
- A. The Mexican Consulate can definitely request a CPS history search, this can even be added to a home study when requested as long as the social worker specifies it in the request.
30. Q. Can the Mexican Consulate please provide clarification on the birth certificate request? Did County DSS understand correctly that workers have to go to Raleigh to pick up a copy due to the \$13 payment?
- A. Yes, please refer to question 27.
31. Q. When parents are in Mexico and their children were sent here with family members/or non-family and then DSS takes custody of them, what is the Mexican Consulate role in involving the parents on planning for the care or return of the minor to their parents?
- A. The Mexican Consulate can aid in locating the parents, notifying them of the open case with DSS, performing home studies, and if needed, accompany the minors to be reunified with family members in Mexico after the judge rules for the child to be sent back to live with the parents/family members.
32. Q. Please clarify if DSS is to notify the Consulate for any level of involvement with children/families through CPS or only when we obtain custody, or need any of the services the Consulate provides?
- A. Preferably, the Mexican Consulate ask DSS to notify when there is any involvement so that the Mexican Consulate can further assist the parents and DSS with anything that they may need. The Mexican Consulate can help establish better communication between DSS and the parents to ensure they understand everything that must be done and how it is proceeding.
33. Q. Can CPS history/criminal background be requested on a family that lived in Mexico previously as part of an open CPS investigation? This would be for children that are not necessarily in DSS custody.
- A. Please refer to question 29.
34. Q. Does the Mexican Consulate have any brochures the Mexican Consulate can share with families about your services?
- A. Yes, we will be providing it to NC DSS for it to be posted on the website.
35. Q. Due to changes in staff, can the agency select a POA to be used in the request/Intake forms and facilitate communication?
- A. It is not necessary, as the Mexican Consulate can facilitate communication with any of the assigned social workers at the time.
36. Q. Can County DSS request services for parents in Mexico if the child is not in the legal custody of DSS? For example, if we are providing mandated case management services to children?
- A. Yes. Even if it is an open case but the child is not under DSS custody, County DSS may still request services for the parents in Mexico.