 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	00 - Miscellaneous Issuances Manual
	Part No./Name	E - Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2574-00 Moving Collection Cases Between Offices
	Effective Date	August 16, 2017


The Department of Health and Human Services requires DCFS to develop and implement a program of family support in FITAP cases, Title IV-E Foster Care cases, Medicaid only cases, and any other category of cases to provide services designed to do the following:

- (1) Enforce, collect and distribute the support obligation owed by any person to his child or children and to his spouse or former spouse with whom the child is living if a support obligation has been established with respect to such spouse or former spouse.
- (2) Locate absent parents.
- (3) Establish paternity.
- (4) Obtain and modify family and child support orders.
- (5) Obtain and modify medical support orders.

Policies and procedures have been drafted to include actions which may be taken by the agency in the furtherance of completing these goals in the most efficient manner. Over the past couple of years, the topic of moving cases and the policies related to moving cases have been reviewed on several occasions. Changes were made to these policies to ensure the best use of CSE resources without taking away the decision making power to reassign a case, where appropriate. August 2014 CSE News, included a “Legal Lines” article by attorney Gary Franklin which explains “[t]ransferring cases places a financial strain on the Department since both the transferring court and the receiving court have the right to charge a fee.” For this reason, the agency began removing the word “transfer” from places which did not accurately refer to a judicial transfer or the moving of the court case from one court to another. Instead, moving a case from one office to another is now referred to as “reassignment.”

Policy [F-510](#) was updated in February 2017 to clarify when intake cases are to be moved. Policy [A-110](#) defines an intake case as, “A case containing a valid referral or application when an obligation for support must be established or a civil order amended for enforcement.” At this point in the case, CSE has the responsibility of determining where to bring the action. Policy [F-510](#) provides guidance for deciding where to bring the action prior to completion of the intake process.

Policy [F-520](#) provides guidance specific to collection cases only. This policy recognizes the circumstances of the parties may necessitate that court action be taken in another venue. Many of us have encountered cases in which one or both parties have moved from the jurisdiction that initially rendered the order. Under those circumstances, each case is to be thoroughly evaluated, including consideration of the current circumstances of the parties to determine what is needed to continue providing services. The case remains in the jurisdiction which issued the order, if and only if, the decision for the case to remain in the issuing jurisdiction does not hinder our ability to provide IV-D services and does not impose undue hardship. If the case remaining in the issuing jurisdiction impedes our ability to provide IV-D services and imposes undue hardship on the parties, then it is necessary to reassign the case to another office for court action. CSE is not to assume a hardship exists simply because the parties have moved; the CP and/or the NCP are required to prove that a hardship exists prior to moving the case. If a hardship has been proven to the satisfaction of the CSE Manager, then the case is to be reassigned in LASES. CCP 74.2 gives us the authority to register the case for modification in the jurisdiction where the CP is domiciled. Registering the order is the

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	00 - Miscellaneous Issuances Manual
	Part No./Name	E - Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2574-00 Moving Collection Cases Between Offices
	Effective Date	August 16, 2017

preferred method, instead of judicially transferring the entire court file, to limit the cost associated with moving the case.

Targeted future updates for Policy F-520:

The current policy states, “If court action is necessary, the order may be registered for modification in the jurisdiction where the CP is domiciled in accordance with LA CCP 2786 et seq.” Court action is necessary when it is in furtherance of one of the program functions and we are unable to continue providing services without moving the case. This will be updated to clearly express when the action is necessary. This applies to the circumstances of the parties, including the hardship caused to the CP or NCP, or any other matter in which our ability to accurately and efficiently perform IV-D functions is in question.

The policy also states, “[p]rior to moving a collection case, the office responsible for the case must notify the office receiving the case of the intent to move the case for registration.” “Notify” will be clarified to ensure that when there is a question of moving a case to another office, the Managers reach out to their Area Director or contact the Regional Administrator, if necessary, to discuss the reason for reassigning the case to another office; including whether this would be in the best interest of providing services, and in furtherance of the IV-D functions.

If you have additional questions, please refer to policy [F-510](#) and [F-520](#) or contact the CSE Policy Unit at DCFS-SES-Policy@la.gov