 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	9 – Child Support Enforcement (CSE)
	Part No./Name	E - General Policy and Procedures
	Section No./Name	E-100 Case Records
	Document No./Name	E-110 Case Recording
	Effective Date	September 15, 2023

I. STATEMENT OF POLICY


As directed by federal regulation [45 CFR 303.2](#), information contained and recorded in the case record shall include all information and documents pertaining to the case, as well as all relevant facts, dates, actions taken, contacts made, and results in a case. Any unidentifiable correspondence received will be returned to sender.

Case Information includes, and is not limited to the following:

- A. The referral documents received from the FITAP/KCSP Medicaid or IV-E Program (including non-IV-E Medicaid), the application for IV-D services, or the request for services from another state, territory or country;
- B. All unsuccessful efforts regarding service of process must be carefully documented on the Service of Process Summary Screen (SESU);
- C. A record of efforts to use local/state locate resources and the date and results of these efforts;
- D. A record identifying the court order, or if there is no court order the calculation of the amount of the obligation;
- E. A record of any actions taken on the case in compliance with state law and federal regulations, and the date and results;
- F. A record of communications to and from state/local regional offices/agencies and Federal PLS;
- G. An entry of case closure, the date, and the reason for taking the action;
- H. A record of contacts made with individuals regarding the case, and the date and results of the contacts;
- I. Documentation regarding income, worksheets, and calculations concerning review for modification; and
- J. Documentation concerning availability of private health insurance.

K. * Legal documents (i.e. petitions/rules/motions filed, etc.). **

LASES Case Logs are used to record locate, paternity establishment, obligation establishment, collection and enforcement activities. Case Log narratives may be entered by both users and the system. LASES automatically records action taken on a case, as well as some actions on the system by users.

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There are presently twelve case log types and six summary screens on LASES. Case Logs are specific to each case. Documentation of cases includes case log narratives and summary screen dispositions. Documentation should correspond to the case tracking function on the CAS1 screen. Summary screens are tied to functions, court orders, and case members. The summaries; 1) generate next step processing or 2) track compliance actions for reporting purposes. The summary screens are as follows:

- ESSU Obligation establishment summary screen
- PASU Paternity establishment summary screen
- LOSU Locate action summary screen
- ENSU Enforcement action summary screen
- SESU Service of Process summary screen
- LISS License suspension summary screen

The following is a list of current case log types and the type of information that is recorded on each.


- A Audit
- C Collections - Used for financial documentation
- D Data Change - System CALO showing data changes, i.e. IV-a referral update or data changes made on a case.
- E Enforcement - Used for enforcement documentation
- F Interstate - Used for interstate case documentation
- I Assessment - System documentation of initiation and assessment process
- L Locate - Used for locate documentation
- N Notification - Used by system to document notices generated
- O Obligation Establishment - Used for obligation establishment documentation
- P Paternity Establishment - Used for paternity establishment documentation
- R * Referral - Used to capture referral activities with GovLink
- S Service of Process - Used for service of process documentation
- T Interface Trolling/Imaging - For recording system trolling (interface) and notes regarding imaging.

II. PROCEDURES

In order to return unidentified correspondence, the CSE 80 Request for Identifying Document Information will be mailed to the sender along with the correspondence which was received.

III. FORMS AND FORM INSTRUCTIONS

CSE 80 ** Request for Identifying Document Information/Instructions

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IV. REFERENCES

[45 CFR 303.2](#)