



Division/Section	Family Support
Chapter No./Name	9 – Child Support Enforcement (CSE)
Part No./Name	E – General Policy and Procedures
Section No./Name	E-500 Cooperation
Document No./Name	E-520 FITAP/KCSP Requirement to Cooperate
Effective Date	October 15, 2021

I. STATEMENT OF POLICY

In order to receive benefits, FITAP and KCSP recipients are required to cooperate with CSE unless the IV-A agency determines that good cause for not cooperating exists. If good cause has been determined by the IV-A agency, the GC REASON and DT fields will be populated on CAS2. A code of 0 or 00 in the GC REASON field means good cause *has not* been claimed.

CSE determines that non-cooperation exists when:

- The CP misses two scheduled appointments and an appointment was necessary to move the case forward;
- The CP tells you that he/she refuses to cooperate during the interview;
- The CP fails to appear for a court date and the CP's presence is required for the case to move forward;
- The CP fails to appear for a genetic test or court date; or
- The CP fails to pay to the child support agency any child support payments received from the noncustodial parent which are covered by an assignment of support rights.

When a case is referred by the IV-A agency, the IV-A agency has the CP complete and sign a form called the OFS 4NCP. If *** staff locates **** the OFS 4NCP ***** * in** OnBase or **its** provided by IV-A, then the information and signature provided on **the** form **is** sufficient documentation to proceed with providing IV-D services to the CP (**see EB-2529**). ****** Therefore, an appointment is not needed ***** * to secure** a signature.


If the OFS 4NCP is not provided by IV-A or the signature is missing, then **schedule **** an appointment ******* to secure the signature. The CSE 101 Form Application or Documentation for Child Support Services may be used to obtain this signature and gather additional information. (See [G-160](#) Interviewing the CP-NCP)

II. PROCEDURES

E-521 SCHEDULING APPOINTMENTS

Reasonable notice must be given to the CP to make necessary arrangements to keep scheduled appointments.

A failed appointment is when the CP has taken no initiative to make other arrangements *prior* to the date of the appointment and fails to keep the appointment.

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The following action is required prior to referring a FITAP/KCSP recipient for noncooperation for two failed appointments:

- Schedule the first appointment.
- If the CP fails to keep the first appointment, schedule the second appointment.
- If the CP later contacts CSE, a subsequent appointment will be scheduled. In such cases the CP should be rescheduled for the next available date.
- If the FITAP/KCSP recipient fails to keep the second appointment, update CAS2 to report noncooperation.

If the CP calls to make up the failed appointment, CSE will reschedule; however, the fact the CP called to make up the appointment does not invalidate his/her failure to appear. Noncooperation should still be reported until the CP appears for the missed appointment. See [E-522](#) for non-cooperation procedures.

(If the CP contacts CSE to reschedule, schedule the CP for the next available court date or DNA collection date.)


Note: The CP's failure to appear for a genetic test or court hearing does not require two opportunities. If the CP's absence prevented the case from moving forward and the CP was properly notified of the test or hearing, non-cooperation may be reported at that time.

A CP who calls in advance to reschedule an appointment may do so up to three times. When rescheduling the third appointment, mail the CP a [CSE 115](#) (Third Appointment Letter-CP) along with the applicable CSE forms. The CP must return the documents on or before the third appointment date. If there are any forms that need notarization, the forms should be notarized prior to mailing. The forms are only acceptable by mail if they are notarized.

E-522 REFERRAL PROCEDURE

If a determination is made that the FITAP/KCSP CP has failed to cooperate during a benefit month, enter the appropriate code on the CAS2 screen NON COOP field and populate the DT field with the date the CP failed to cooperate. (Refer to Document: [X-3230](#).) When CAS2 is updated, IV-A is notified through LASES/LAMI interface, and the LAIN 2IP is generated. This report provides notification to the IV-A caseworker about the noncooperation.

Within 10 days of receipt of the report, IV-A sends a 13-day advance notice of closure for failure to cooperate with CSE.

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If the CP responds to the IV-A worker prior to the expiration of the notice, the IV-A worker will provide the CP with an OFS 53 (good faith agreement to cooperate). When the CP comes into the CSE office with the OFS 53, the CSE caseworker shall review cooperation for all cases. The caseworker should only complete the bottom portion of the form after the applicant has agreed to cooperate on all cases. The caseworker shall then update CAS2 to reflect cooperation. When necessary communicate with the other office to ensure CAS2 is updated on all the CP's cases where non-cooperation was reported. When CAS2 is updated, cooperation is reported to the IV-A Analyst via LASES/LAMI interface and the LAIN21P.

If the noncooperation involved an appointment, CSE shall make arrangements to interview the CP or collect what they need from the CP when he/she appears with the OFS 53. If the CP subsequently fails to cooperate by failing to appear for a genetic test or court hearing, notify IV-A by updating CAS2 to reflect non-cooperation.

If the CP does not respond to the IV-A worker prior to the expiration of the notice, the CP will be removed from benefits in the next benefit month.

Once the IV-A case has been closed, the CSE case should be pended for closure using reason 'FTC' on the CAS1 screen. The Form CSE 105 (Notice of Case Closure) is generated to the CP. LASES will automatically close the case in 60 days. See Policy [E-524](#) for working the non-coop report.

Note: If a determination is made that the payee has failed to cooperate and is *no longer* an active FITAP/KCSP recipient *at the time of non-cooperation*, **do not** update CAS2. Document the non-cooperation in CALO, pend the case for closure, using the code "FTC". The CSE 105 (Notice of Case Closure) is generated to the CP. LASES will automatically close the case in 60 days.

E-523 REAPPLICATION FOR FITAP/KCSP

When the CP reapplies for FITAP/KCSP after the case has been closed for noncooperation, the CP is advised that it is necessary to go to CSE and agree to cooperate before the case can be certified. The case worker will provide the applicant with form OFS 53. The CP brings the form to CSE and agrees to cooperate within 10 days of the application date.

Regardless of the initial reason for non-cooperation, when the CP brings form OFS 53 to CSE and agrees to cooperate on all cases, CSE shall immediately update CAS2 to indicate cooperation and complete the bottom portion of form OFS 53 advising that the CP has agreed to cooperate. (Refer to Chapter 4 Part Y - Document OFS-053 Cases Previously Closed for Failure to Cooperate with SES for forms instructions.) If the noncooperation involved an appointment, CSE shall make arrangements to interview the CP whenever *** he/ **** she appears.

If a IV-A referral is received on a case marked for prior noncooperation and there has been no OFS 53 provided between the non-cooperation and the new referral, update CAS2 to indicate cooperation at the time the referral is cleared. If the noncooperation involved genetic testing or a court appearance, the CP shall be deemed to have cooperated with CSE when she presents herself to



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CSE and advises that * he/ ** she will cooperate. *** * Update the code on CAS2 to reflect cooperation.

E-524 NON COOP FOLLOW UP

It is suggested that the Infopac report, LEM4145R1 (CASES with NON-COOP), be monitored quarterly (at minimum). This will ensure cases with non-cooperation are worked for follow up and timely closure. When the CP has been removed from IV-A benefits as the result of a non-cooperation with CSE and there has been no subsequent application for services from the CP, the case may be pending for closure using the code FTC.

Because of the round robin structure of IV-A, CSE staff are advised to not communicate directly with IV-A staff. If two full months have lapsed since the reporting of non-cooperation and the CP is still receiving FITAP/KCSP benefits, notify your Program Integration (PI) Consultant. The PI Consultant will communicate with the IV-A Consultant who will provide feedback.

E-525 REFERRALS TO ADD NEW CHILD

If a IV-A referral to add a new child is received on an existing collections case, CSE should follow the same procedures outlined in the preceding policies for scheduling and reporting non-cooperation, as appropriate. The exception is that a case may not be closed for FTC when an order of support already exists for another child(ren) of the case. After non-cooperation has been reported and the CP removed from benefits, reference C-140 for procedures for updating the child's participation status. CSE will continue to enforce the existing order unless the CP advises that he/ ** she no longer wants our services and the case qualifies for closure.

III. FORMS AND INSTRUCTIONS

CSE 101 [Form](#) / [Instructions](#) Application or Documentation for Child Support Services

CSE 105 [Form](#) / [Instructions](#) Notice of Case Closure

CSE 115 [Form](#) / [Instructions](#) Third Appointment Letter – CP

OFS 4NCP [Form](#) / [Instructions](#) NonCustodial Parent Information Summary

OFS 053 [Form](#) / [Instructions](#) Cases Previously Closed for Failure to Cooperate with CSE

IV. REFERENCES

[45 CFR 303.2](#)

[LA R.S. 46:236.1.5](#)