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	Chapter No./Name	09 – Support Enforcement Services (SES)
	Part No./Name	E. General Policy and Procedures
	Section No./Name	E-900 Case Closure
	Document No./Name	E-910 Case Closure Criteria
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I. STATEMENT OF POLICY

Federal regulation ([45 CFR 303.11](#)) specifies the criteria for closure of child and medical support intake and collection cases. A case may be closed only if it meets one of the situations listed below.

*** NOTE:** For an explanation of situations when CSE would not routinely close a case see policy [E-920](#) . **

II. PROCEDURES

E-911 CLOSURES WHICH REQUIRE ADVANCE NOTICE

A 60-day advance notice of closure is required for the closure reasons listed below.

(Exception: When closing a case due to a Bad Address, two 60-day advance notices will generate to the CP).

If the CP or initiating agency responds to the 60-day notice, requests that the case remain open, and provides information that is adequate for the case to be worked, the case may not be closed.


- A current support order no longer exists and arrearages are less than \$500.
- OR
- A current support order no longer exists and arrearages are unenforceable under state law.

When exploring whether the arrears are unenforceable under the law, refer the matter to the designated attorney appointed by the Regional Administrator for review to determine appropriate action. A CALO entry should be made by the designated attorney as to why the arrears are unenforceable and quote any law that applies. If it is determined that the arrears over \$500 are unenforceable under the law, submit your request to remove the arrears along with a brief justification of the determination to State Office (_DSS-SES-Financial@la.gov).

Use reason code MCE on CAS1 to close cases in which all children have emancipated. Use reason code NCS to close cases in which the minor child or children have not emancipated. (See also [E-940](#))

NOTE: If CP is deceased and no money is owed to the State, case may be PCL'd by using code "MCE " on CAS1 when the child(ren) have emancipated or "NCS" when the child(ren) are minors. The system will send a 60 day notice. If an application is received from a new custodian, handle as a transfer of support to a caretaker. At the end of the 60 day period, if no new custodian has applied, refer case to court for appropriate action before closing the LASES case. (See also [E-940](#))

- The NCP or putative father is deceased and no further action, including a levy against the estate, may be taken. Use reason code APD on CAS1 to close these cases. (See also [E-950](#))

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- Paternity cannot be established because:
 - The child is at least 18 years old and action to establish paternity is barred by a statute of limitations. Use reason code SOL on CAS1 to close case.
 - A genetic test or court process has excluded the putative father. Use reason code APX on CAS1 to close the case. Open a new case if another putative father can be identified.
 - It would not be in the best interest of the child to establish paternity in a case involving incest or forcible rape, or in any case where legal proceedings for adoption are pending. Use reason code NIC on CAS1 to close case.
 - The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one interview with the recipient of services by the IV-D agency. An interview by the FITAP/KCSP worker is not sufficient for closure and the CSE Analyst must conduct the interview. It is recommended that the interview with the client be in person, but it may be conducted by telephone. Reason code on CAS1 is IDU.
- The NCP's location is unknown and the office has made diligent efforts, using all appropriate locate resources, to locate the NCP.
 - Over a three-year period when there is sufficient information to initiate automated locate efforts; or
 - Over a one-year period when there is not sufficient information to initiate automated locate efforts.


Use reason code NLO on CAS1 to close a case that meets the 3-year criteria. Use reason code NID on CAS1 to close a case that meets the 1-year criteria.

- The NCP cannot pay child or medical support for the duration of the child's minority because the NCP:

1. Is incarcerated with no chance of parole (Use reason code INC on CAS1 to close case.)

NOTE: If the case is closed, any NA arrears due would have to be collected by the CP as CSE will not reopen an 'arrears only' case. A motion removing DCFS as payee, [SES 667](#) or [SES-669](#) should be filed with the court prior to closing the case. The order for support should never be dismissed.

If the NCP is incarcerated with no chance for parole and the child will be a minor upon the NCP's release date, the case should remain open and the order enforced.

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2. Is institutionalized in a psychiatric facility (Use reason code DIS on CAS1 to close case.)
3. Has a medically verified total and permanent disability with no evidence of support potential (Use reason code DIS on CAS1 to close case.)

In the above three instances, the office must determine that no income or assets are available to the NCP which could be levied or attached for support.

- The NCP is a citizen of, and lives in, a foreign country, does not work for the Federal government or a company with headquarters or offices in the United States, and has no reachable domestic income or assets, and the state has been unable to establish reciprocity with the country. Use reason code OOC on CAS1 to close case.
- The office is unable to contact the recipient of services and contact is needed to continue with the case. Efforts to contact must include at least one letter, sent first class mail, to the recipient's last known address.
 - In order to close the case, two 60-day time frames are to be observed. Once mail has returned, take the appropriate action by initiating the [CSE 103](#) (NA Clients) or [CSE 310](#) (FA Clients) to begin the first 60-day time frame. The [CSE 103](#) or [CSE 310](#) should be generated via Document Generation. The system will automatically populate LOSU. After the first 60-day time frame has elapsed, the Analyst should PCL the case by entering “BAD” in the REASON code field on CAS1 to begin the second 60-day time frame or LASES will automatically PCL the case during the monthly case closure process. The CP may contact the agency anytime during the two 60-day time frames to provide his/her new address to nullify the closure process. **NOTE:** If the CP is a FITAP/KCSP recipient and/or is included in the Medicaid certification, the case cannot be closed. The IV-D case also cannot be closed using “BAD” when the Medicaid case is child-only.
- The CP has failed to cooperate, when cooperation with the IV-D Agency is not required by the recipient of services, and action by the CP is essential for the next step in providing services. The failure to cooperate provisions apply on the following cases ([See E-530](#)):
 - Never Assistance cases;
 - Former FITAP/KCSP cases;
 - Former Medicaid cases;

Use reason code FTC on CAS1 to close case.

NOTE: Mandatory Referrals cannot be closed for FTC as long as the CP is included in the certification. (See [E-530](#), [E-540](#), and [F-230](#)).

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Mandatory referrals are identified on CAS2 by a “Y” in the MAND MED REF field. Valid values are “Y” or Blank. All IV-E referrals are considered mandatory.

EXAMPLES:

1. A “Medicaid-only” case is referred to CSE with a custodian and child receiving Medicaid. The custodian subsequently fails to cooperate, and Medicaid sanctions are put in place that results in only the child receiving Medicaid.

When the sanction results in the CP being denied receipt of Medicaid, the case would be considered a “child-only, Medicaid only” case. CSE will close this type of case under [45 CFR 303.11\(b\)\(11\)](#) because of the documented non-cooperation and sanction.

2. When the application for Medicaid is for the child only, the State must ask the parent whether the child has health insurance in order to identify legally-liable third party resources. Because there is an assignment of the child’s rights to medical support, the case may not be closed at the request of the custodian.


If the custodian subsequently fails to cooperate, CSE will close the case for the documented failure.

- The responding agency documents failure by the initiating agency to take an action which is essential for the next step in providing services. Supervisory approval is required prior to closure. Use reason code FIS on CAS2 to close case.
- The initiating agency has notified the responding state that the initiating state has closed its case. This shall be accomplished by notifying the responding agency within 10 working days of case closure that the initiating state agency has closed its case pursuant to federal regulations. The responding agency must also be notified of the basis for case closure. Use reason code ARR on CAS1 to close case.
- The initiating agency has notified the responding agency that its intergovernmental services are no longer needed. Use reason code ARR on CAS1 to close case.

Form [SES 105](#) Notice of Case Closure, is generated by LASES when one of the above reason codes is entered on LASES CAS1 screen. See section [E-914](#) for procedures for advance notice of closure and closure of interstate cases. A tickler is sent to alert the Analyst at the end of the 60-day period.

E-912 NO ADVANCE NOTICE REQUIRED

- * Recipient of Service requests case closure **.
 - If there is past due child support or *** medical support that has been assigned to the state * (See [F-220](#)) ** *** action to collect the assigned support must be continued.
 - [45 CFR 303.11\(b\)\(8\)](#) allows for closure at the request of the recipient of services when:

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- The recipient is not receiving IV-A Services (FITAP/KCSP),
- no arrears are owed to the state, and
- there is no assignment of rights for medical support,
- Court action should be taken as specified in policy [E-930](#) **
- Use reason code “ARR” on CAS1 to close the case
- Finding of good cause in a FITAP/KCSP, IV-E, or Medicaid case has been made by *** ES, * IV-D ** IV-E, or DHH. Use reason code GCP on CAS1 to close case.
- The agency has provided parent locate only services as requested. Use reason code LOC on CAS1 to close case.
- The case was opened in error. The case must be carefully documented to reflect the administrative error. Use reason code OIE on CAS1 to close case.
- Reason code ADM is used to close a Non IV-D case and to close a LASES case when there is a payee change.

NOTE: Reason code ‘ADM’ and ‘OIE’ can only be entered by an Analyst Supervisor or *** * CSE Manager. **

Review each case record before closing a case to determine if there is an outstanding warrant for arrest which must be recalled or an income assignment that must be terminated. All cases must also be reviewed by a Supervisor prior to closure. LASES generates a tickler to the Supervisor when the IV-D status reason is entered by the Analyst.


E-913 CLOSING A CASE ON LASES

End date all ongoing debts on the DBOU screen. Enter reason code on CAS1. LASES generates form [SES 105](#) for all cases using reason codes listed in [E-911](#) above. In 60 days, if the reason code is not changed or removed, LASES does the following:

- Updates IV-D Status on CAS1 to CLS;
- Dispositions open summary screen actions on ENSU, ESSU, PASU, SESU with 0990 (Closed-Dispositioned by System) and on LOSU with CDBS (Closed-Dispositioned by System).
- A case closure report is generated at the end of each month.

E-914 CLOSING AN INTERSTATE CASE ON LASES

- Interstate cases in which the case status changes from ATV to PCL:

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- If the case is not CSENet active, the [OMB Transmittal 2- Subsequent Action Form](#), must be sent to the responding state. This form can be generated * through the Document Generation System or ** manually via the On-Line Policy Management System (OPMS).
- If the case is a Louisiana initiating interstate case and the case status changes to PCL, LASES generates form [SES 105](#) to the CP.
- If the responding state is active CSENet, the following occurs:

A CSENet transaction automatically generates to the responding state advising of our intent to close the case in 60 days.

- If the responding state on CACI is active CSENet and function type is not MSC, the following occurs:

Worker will receive an online message: “CSENet MSC Not allowed-Create OMB Doc Manually.”

- If the responding state on CACI is not CSENet active, the following occurs:

Worker will receive an online message: “Other State not CSENet-Create OMB Doc Manually.”

- If the case is a Louisiana responding interstate case and the case status changes to PCL the [SES 105](#) will not generate.

- If the initiating state on CACI is active CSENet with function type MSC, the following occurs:

A CSENet transaction automatically generates to the initiating state advising of our intent to close the case in 60 days.

- If the initiating state on CACI is active CSENet and function is not MSC, the following occurs:


Worker will receive an online message: “CSENet MSC Not allowed-Create OMB Doc Manually.”

- If the initiating state on CACI is not CSENet active, the following occurs:

Worker will receive an online message: “Other State not CSENet-Create OMB Doc Manually.”

Interstate cases in which the case status changes from PCL TO CLS the following occurs:

- If the other state on CACI (initiating or responding) is active CSENet with function type MSC, the following occurs:

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A CSENet transaction automatically generates to the state advising that case has been closed.

- If the other state on CACI (initiating or responding) is active CSENet and function type is not MSC, the following occurs:

Worker will receive an online message: “CSENet MSC Not allowed-Create OMB Doc Manually.”

- If the other state on CACI (initiating or responding) is not CSENet active, the following occurs:

Worker will receive an online message: “Other State not CSENet-Create OMB Doc Manually.”

- If Louisiana is the responding state a [SES 316](#) (Noncustodial Parent Notice of Closure) will generate to the NCP.

- On Interstate cases in which the case status changes from ATV to CLS due to reason code ADM no CSENet action is taken.

- Interstate cases in which the case status changes from ATV to CLS due to reason code OIE, the following occurs:

- If the other state on CACI (initiating or responding) is active CSENet with function MSC, the following occurs:

A CSENet transaction automatically generates to the other state advising that case was opened in error and is now closed.

- If the other state on CACI (initiating or responding) is active CSENet and function type is not MSC, the following occurs:


Worker will receive an online message: “ CSENet MSC Not allowed-Create OMB Doc Manually.”

- If the other state on CACI (initiating or responding) is not CSENet active, the following occurs:

Worker will receive an online message: “Other State not CSENet-Create OMB Doc Manually.”

- Interstate cases in which the case status changes from ATV to CLS due to reason code FIS or GCP, the following occurs:

- If the other state on CACI (initiating or responding) is active CSENet with function type MSC, the following occurs:

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A CSENet transaction automatically generates to the other state advising that case was closed.

- If the other state on CACI (initiating or responding) is active CSENet and function type is not MSC, the following occurs:

Worker will receive an online message: “CSENet MSC Not allowed-Create OMB Doc Manually.”

- If other state on CACI (initiating or responding) is not CSENet active, the following occurs:

Worker will receive an online message: “Other State not CSENet-Create OMB Doc Manually.”

NOTE: Form [SES 105](#) will not generate.

E-915 INTERSTATE CASE CLOSURE PROCESSING INITIATED BY OTHER STATE


- If the case is a Louisiana responding interstate case and we receive a PCL CSENet transaction from the initiating state, no response is necessary.
- If the case is a Louisiana initiating case and we receive a PCL CSENet transaction from the responding state, the Analyst must place the appropriate closure code on CAS1 to allow LASES automation to take over. If it appears that the PCL CSENet transaction is inappropriate, the Analyst should take appropriate action.

III. FORMS AND INSTRUCTIONS

[CSE 103/Ins](#)
[SES 105/Ins](#)
[CSE 310/Ins](#)
[SES 316/Ins](#)
[SES 667/Ins](#)
[SES-669/Ins](#)
[OMB Transmittal 2- Subsequent Action Form](#)

IV. REFERENCES

[E-530](#)
[E-540](#)
[* E-920](#)
[E-930 **](#)
[E-940](#)
[E-950](#)
[E-914](#)

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[F-230](#)

[45CFR 303.11](#)

[45 CFR 303.11\(b\)\(11\)](#)