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|---|--------------------------|---|---------------|------------------|---------------|
|  | <b>Agency Name</b>       | Office of Family Support (OFS)          |               |                  |               |
|   | <b>Chapter No./Name</b>  | 09 – Support Enforcement Services (SES) |               |                  |               |
|   | <b>Part No./Name</b>     | E. General Policy and Procedures        |               |                  |               |
|   | <b>Section No./Name</b>  | E-500 Cooperation                       |               |                  |               |
|   | <b>Document No./Name</b> | E-540 Noncooperation - FITAP Cases      |               |                  |               |
|   | <b>Dates</b>             | <b>Issue</b>                            | April 1, 2009 | <b>Effective</b> | April 1, 2009 |

SES determines that noncooperation exists when:

- The payee misses two scheduled appointments;
- The payee refuses to cooperate during the interview; or
- The payee fails to appear for a court date or genetic test. (If the payee contacts SES to reschedule, schedule payee for the next available court date or DNA collection date.)

If a determination is made that the FITAP payee has failed to cooperate, enter the appropriate code on LASES CAS2. (Refer to [X-3230](#)). IV-A is notified through LASES/LAMI interface, and a report, LAIN 2IP, is generated to notify the Analyst of cooperation and non cooperation.

Within 10 days of receipt of the report, IV-A will send a closure notice informing the payee that the FITAP case will be closed for failure to cooperate with SES.

The FITAP case will be closed when the 13-day notice expires, unless the payee cooperates before that time. The desire to cooperate does not prevent closure.

**\* If the noncooperation results in the FITAP case closing, the SES case should be closed with code FTC. \*\***

If the FITAP payee cooperates with SES prior to the expiration of the 13-day notice, update the CAS2 screen with the appropriate code (Refer to [X-3230](#)).

## E-541 REAPPLICATION FOR FITAP

When an applicant reapplies for FITAP after the case has been closed for noncooperation, the applicant is advised that it is necessary to go to SES and agree to cooperate before the case can be certified. The caseworker will provide the applicant with form [OFS 53](#). The applicant must bring the form to SES.

Once the applicant has presented herself to SES and agrees to cooperate, SES shall complete the bottom portion of form [OFS 53](#) advising that the applicant has agreed to cooperate. (Chapter 4 Part Y - Document [OFS-053 Cases Previously Closed for Failure to Cooperate with SES](#) for forms instructions.) The completed form will be given to the client who will be responsible for returning the form to the caseworker in the parish office. The client is allowed 10 days from the application interview to return completed form [OFS 53](#) to the parish office. Once the client has cooperated, update the CAS2 screen with the appropriate code. (Refer to [X-3230](#)).

**Note:** If the noncooperation involved an appointment, SES shall make arrangements to interview the applicant whenever she appears. If the noncooperation involved genetic testing or a court appearance, the applicant shall be deemed to have cooperated with SES when she presents herself to SES and advises that she will cooperate.