 <b>Department of Children &amp; Family Services</b> <i>Building a Stronger Louisiana</i>	<b>Division/Section</b>	Family Support
	<b>Chapter No./Name</b>	9 – Child Support Enforcement (CSE)
	<b>Part No./Name</b>	G – Intake
	<b>Section No./Name</b>	G-100 The Intake Process
	<b>Document No./Name</b>	G-160 Interviewing the CP-NCP
	<b>Effective Date</b>	October 15, 2024

## I. STATEMENT OF POLICY

The noncustodial parent's \* (NCP) information is obtained from the application, form [OFS 4NCP](#), BHSF Form AP, the NCP, or from the recipient of services.

**Note:** [OFS 4NCP Supplement](#) must be attached to the form [OFS 4NCP](#) in FITAP/KCSP cases involving a non-legal NCP.

If the application, form [OFS 4NCP](#), or BHSF Form AP contains sufficient information, the NCP can be scheduled for an interview without the need to interview the custodial parent (CP).

If the application, form [OFS 4NCP](#), or BHSF Form AP does not contain sufficient information, contact the CP by telephone, or mail form [CSE 101](#) and [CSE 101B](#) rather than scheduling an interview in the office. If the CP fails to respond to a telephone call or a letter, send an appointment letter. If the CP fails to keep scheduled appointments, follow the appropriate failure to cooperate procedures outlined in [E-510](#), [E-530](#), or [E-540](#).


If an interview with the CP is needed, and travel to the office handling the case would create a hardship, a request for assistance may be sent to the [Child Support Enforcement \(CSE\)](#) office nearest the residence of the CP.

Note: CSE does not need to schedule an appointment for every case. The individual caseworker must accurately assess the case to identify any missing but required information, requiring interviews or requesting unnecessary documents could create a barrier to providing IV-D services (see policy [G-168](#)).

## II. PROCEDURES

Review the information available and begin action to move the case forward. Required actions are dictated by case specifics and **may not** include all of the following steps:

- Interview the CP and witnesses if necessary. (See [L-220](#))
  - Update LASES per [CSE 123](#).
  - Complete the [CSE 101](#) (as documentation) and [CSE 101A](#). \*\*
  - Obtain parent locate information.
  - Issue an administrative order for genetic testing, if needed.

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- Interview the NCP. An effort should always be made to interview the alleged NCP before referring the case for paternity determination. If the NCP is not going to be interviewed, \*\*\* then document the reason in LASES that no interview was conducted.
  - Complete the \* [CSE 101F](#). If the NCP is the applicant, also complete the [CSE 101A](#).
  - Perform administrative genetic testing (See [G-230](#)).
  - Obtain an acknowledgment of paternity.
  - Issue an administrative order for genetic testing, if paternity is not already established using other means.
  - Establish an obligation for support.
- Refer the case to Parent Locate.
- Refer the case for a paternity determination.
- Refer the case for appropriate legal action.
- Review the case periodically for new information that may change the status of case priority. (Refer to [E-810](#))
- Close the case if the criteria as indicated in [E-910](#) are met.

### III. FORMS AND INSTRUCTIONS

[OFS 4NCP](#) / [Instructions](#) NonCustodial Parent Information Summary  
[OFS 4NCP Supplement](#) / [Instructions](#) NonCustodial Parent Information Summary Supplement  
[CSE 101](#) / [Instructions](#) Application or Documentation for Child Support Services  
[CSE 101A](#) / [Instructions](#) Interview for Child Support Services  
[CSE 101B](#) / [Instructions](#) Cover Letter for Form SES 101  
[CSE 123](#) / [Instructions](#) Intake Checklist  
[CSE 101F](#) / [Instructions](#) Affidavit in Support of Establishing Paternity-Father

### IV. REFERENCES

[45 CFR 303.4](#)  
[45 CFR 303.5](#)

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