

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 17: Case Closure	Effective Date: 12/08/2021
	Section 18: No Longer a Support Order and All Arrears Owed to the State (CSAO)	Version: 1.1 Revision Date: 12/08/2021

BACKGROUND

Closing a case when there is no longer a current support order and all arrears are owed to the State is a manual/auto closure process. In the manual/auto closure process, the statewide child support system does not automatically recognize the case closure criteria, but the Child Support Bureau (CSB) and Title IV-D Prosecutor’s Office know certain facts that make the case eligible for case closure and takes the initiating case closure step. An intent to close notice to the custodial party (CP) or other tribunal is required for the case closure reasons that use the manual/auto process.

When the CSB worker enters the case closure reason in the statewide child support system, an intent to close notice is automatically generated. This notice gives the party 60 days to contact CSB or the Title IV-D Prosecutor’s Office to request the case remain open or provide information that would make case closure inappropriate. After this 60 day period passes, the auto closure process determines whether the closure criteria still exists and if the closure process has been cancelled. If the criteria still exists and the process has not been cancelled, the case is automatically closed to Title IV-D services.

Closing the case to Title IV-D services does not affect the validity or status of a court order.

POLICY

CSB may close a case when the following occurs:

1. There is no longer a current child support order;
2. All arrears are owed to the State;¹ and
3. No payments have been applied to the case in at least the past 45 days.

REFERENCES

- [45 C.F.R. § 303.2](#): Establishment of cases and maintenance of case records
- [45 C.F.R. § 303.11](#): Case closure criteria

PROCEDURE

Periodically, CSB will generate two (2) lists of cases eligible for closure. An eligible case is one in which there is no longer a current child support order and all arrears are owed to the State.

1. List 1

¹ 45 C.F.R. § 303.11(b)(2)

List 1 will be comprised of eligible cases in which Unreimbursed Past Public Assistance (UPPA) research has been completed. The County Relations/Field Consultant Unit will sort the List based on date last payment received and will work the List beginning with the cases that have not received a payment for the longest period of time. The County Relations/Field Consultant Unit will review each case, exclude any case which has been referred to a private collection agency in the previous 90 days or there are recent notes indicating active enforcement. The County Relations/Field Consultant Unit may also exclude cases in which tax offset payments are routinely received annually. If there is not a current address for the CP, the County Relations/Field Consultant Unit will make the most recent OLD address the current address to ensure that case closure for this specific reason is not unnecessarily delayed.

If the case has not been excluded, the County Relations/Field Consultant Unit will enter the case closure code to initiate the manual/auto closure process. The intent to close notice is automatically generated by the statewide child support system. A report will be made available to the Title IV-D Prosecutor's Office listing the cases for which this case closure reason has been entered. Additionally, a case event and worklist item is created in the statewide child support system when the case closure code has been entered. After 60 days from the intent to close, the statewide child support system verifies the case closure process has not been cancelled and the case still qualifies for case closure.

During the 60 day intent to close notice period, a case participant may request that the case continue to be enforced, in which case the Title IV-D Prosecutor Office should cancel the closure and note the request in the statewide child support system.

When a Title IV-D case is closed for this closure reason, the case closes to Title IV-D services and becomes a closed non-Title IV-D (NIVD) case.² Closing a case to Title IV-D services does not alter balances of State-owed arrears in the statewide child support system and does not affect the validity of those balances.

2. List 2

List 2 will be comprised of eligible cases in which UPPA research has not been completed. CSB will complete UPPA research on these cases and update the statewide child support system accordingly. These cases will then appear on List 1 the next time CSB generates the lists of eligible cases.

FORMS AND TOOLS

1. [Case Closure Complete Guide](#)
2. [Case Closure Desktop Guide](#)
3. [Case Closure Matrix: How It Works](#)
4. [Why Didn't My Case Close - Case Closure Checklist](#)

FREQUENTLY ASKED QUESTIONS

² An exception to this is that a DCS child welfare case will close to Title IV-D services but does not change case type.

1. Q. What are some reasons for the Title IV-D Prosecutor's Office to cancel this specific case closure process?
 - A. If the Title IV-D Prosecutor's Office chooses to cancel this case closure process, the most common reasons for cancelling the closure are:
 1. The Title IV-D Prosecutor's Office believes the arrears calculation is incorrect and money is owed to the CP. The Title IV-D Prosecutor's Office is strongly encouraged to contact CSB to reconcile the different calculations. If CSB's calculation is found to be in error, CSB will adjust the arrears balance in the statewide child support system to reflect the correct arrears calculation.
 2. The Title IV-D Prosecutor's Office believes productive enforcement of the case is imminent. An example may be if the Title IV-D Prosecutor's Office is aware that the non-custodial parent (NCP) has a pending insurance claim, lawsuit, or settlement which will result in a payment on the arrears.

2. Q. When a CP receives the intent to close notice for this case closure reason and contacts the Title IV-D Prosecutor's Office and asks that the case remain open, may the Title IV-D Prosecutor's Office cancel or proceed with case closure? Does it matter if the CP provides new or additional information?
 - A. If the CP provides new or additional information that could assist the Title IV-D Prosecutor's Office in working the case, then the Title IV-D Prosecutor's Office is strongly encouraged to cancel the case closure and proceed with working the case. However, if the CP does not provide new or additional information, then the Title IV-D Prosecutor's Office has the discretion as to whether to cancel or proceed with case closure. Regardless of whether the CP provides new or additional information or not, the Title IV-D Prosecutor's Office shall document the correspondence or conversation with the CP in the statewide child support system.³

RELATED INFORMATION

1. The ISETS case closure code is CSAO.

REVISION HISTORY

Version	Date	Description of Revision
Version 1	04/13/2020	Final approved version
Version 1.1	12/08/2021	Added FAQ regarding when CP responds to notice of intent to close

³ 45 C.F.R. § 303.2(c)