**NEW YORK STATE**
**OFFICE OF TEMPORARY AND DISABILITY**
**ASSISTANCE**
40 NORTH PEARL STREET
ALBANY, NY 12243-0001

**David A. Paterson**
*Governor*

**Administrative Directive**

**Section 1**

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| **Transmittal:** | 09-ADM-23 |
| **To:** | Local District Commissioners |
| **Issuing Division/Office:** | Center for Child Well-Being<br>Division of Child Support Enforcement |
| **Date:** | November 16, 2009 |
| **Subject:** | Automated Case Closure |
| **Suggested Distribution:** | Local District Child Support Enforcement Unit (CSEU) Coordinators<br>Local District Support Collection Unit (SCU) Supervisors<br>Title IV-D Attorneys |
| **Contact Person(s):** | Division of Child Support Enforcement at 1-800-343-8859<br>Office of Legal Affairs – Susanne H. Dolin at 1-518-474-9833 |
| **Attachments:** | Attachment 1 - Automated Case Closure Status and Reason Codes Desk Aid<br>Attachment 2 - Contact Letter About Case Closure<br>Attachment 3 - Case Closure Notice<br>Attachment 4 - Automated Case Closure Report<br>Attachment 5 - Text for Case Closure Notices<br>Attachment 6 - Case Closure Notice Referring State (District)<br>Attachment 7 – Customer Service Helpline Case Closure Frequently Asked Questions |
| **Attachment Available On – Line:** | Yes |

**Filing References**

| Previous ADMs/INFs | Releases Cancelled | Dept. Regs. | Soc. Serv. Law & Other Legal Ref. | Manual Ref. | Misc. Ref. |
|---|---|---|---|---|---|
| | DCL Feb. 9, 2006 | 18 NYCRR 347.24 | | | |

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**Section 2**

I. **Summary**

This Administrative Directive (ADM) communicates the required actions that the local district must take in order to comply with federal and State child support case closure criteria. This ADM sets forth the standards that must be followed by the local district when determining whether a child support case is eligible for closure as well as the procedures for case maintenance to facilitate automated case closure by the Child Support Management System (CSMS).

II. **Purpose**

This ADM notifies local districts of the <u>permissible</u> criteria for closing a child support case and the required actions that must be taken before a child support case can be closed.

The case closure criteria outlined in this ADM provides a systematic caseload review process and instructions for workers to follow to close cases in compliance with federal and State regulations. This systematic approach streamlines the case closure process which in turn provides local districts with the ability to concentrate resources on cases with a greater potential for collection success.

III. **Background**

As of August 4, 1989, state child support enforcement agencies are required to have a system in effect for case closure. On April 9, 1999, federal regulations at 45 Code of Federal Regulations (CFR) 303.11 were revised to establish twelve criteria for determining cases eligible for case closure. States do not have discretion in deciding which cases are eligible for case closure.

On July 21, 2008, the federal regulations governing case closure were amended, thereby requiring further amendments to Title 18 New York Codes Rules and Regulations (NYCRR) §347.24. The conforming State amendments to NYCRR §347.24 were promulgated February 25, 2009.

IV. **Program Implications**

This ADM specifies the permissible criteria for case closure. Local districts must follow the procedures contained in this ADM when reviewing cases for compliance with case closure criteria.

V. **Required Action**

A. **General Worker Actions**

In order to meet the requirements for automated case closure, the worker must properly identify the specific criterion for case closure and take the steps necessary to complete the case closure process, including appropriate updates to CSMS, when necessary. When a

worker determines that a case is eligible for closure, information in support of their determination for the case closure criterion must be entered on the CSMS respondent remarks (IVDJRR) screen, and if the case is in accounting status, on the ASCU remarks (IVDRMK) screen.

Under certain case conditions, the worker must manually set the appropriate status and reason code to support automated case closure as noted in Section B below and as provided in the *Automated Case Closure Status and Reason Codes Desk Aid* (**Attachment 1**).

For cases with a child support court order to be closed through the automated process, the worker must close the account after all child support collected on behalf of the recipient of services has been properly disbursed.

The appropriate aging of, and review for, responses to case closure notices must have elapsed <u>before</u> a worker can take the next appropriate action e.g., a *Contact Letter About Case Closure* (**Attachment 2**) issued by CSMS requires that sixty days pass before a *Case Closure Notice* (**Attachment 3**) is issued by CSMS, which also requires the passage of sixty days before a case may be closed.

B.   **Criteria for Case Closure and Specific Worker Actions**

There are twelve eligibility criteria for case closure and each has specific worker actions associated with them.  Below are the twelve criteria and the worker actions associated with each that must be followed to ensure appropriate case closure:

- **Criterion 1 – No Longer Current Support Order, Arrears Under $500, or Arrears Unenforceable**

There is no longer a current support order and the total of all assigned and unassigned arrears is under $500 or arrears are unenforceable under State law.  Criterion 1 may include, but is not limited to, the following:

a.   no support order yet established and there has been a family reconciliation - parent or child returned to the household;
b.   paternity is established and it is the only child support service needed because both parents in the Title IV-A household or Medical Assistance household are living together;
c.   no support order yet established and the only child (or children) in the case emancipated; or
d.   no support order yet established and there has been a change in the custody arrangement.

Criterion 1 includes cases in which the recipient of services, who is a custodial parent, dies. With the death of the custodial parent, there is no longer a recipient of services.  If there are no arrears/past-due support assigned to the State and local district the order is no longer enforceable by the child support program under federal law as Title IV-D services may only be provided to an individual.

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<u>Worker action</u>: For accounts that meet this criterion, any current support ledger must be terminated. For cases, a new status and reason code S999-04 (no basis for child support) has been added.  This status and reason code is to be used for the conditions listed in Criterion 1 as well as other situations in which a current support order cannot be legally established or enforced either by the court or the local district that are not otherwise addressed by any other criteria.

There is a new field on IVDQRY to denote whether the current obligation is for zero dollars <u>or</u> the account is for arrears only.  The field is labeled **0-$CUR-SPT**, meaning "zero dollars current support."  If the field is left blank, <u>or</u> contains a "Y" (yes, it is a zero dollar obligation amount - manual input), the case <u>will not</u> be selected for case closure.  If the field contains "N" (no, it is not a zero dollar obligation amount - manual input), the case <u>will</u> be selected for case closure, provided all other case closure conditions for this criterion are met.   The transaction code to update the new 0-$CUR-SPT field is **4F ZERO**.  The transaction code to update the new 0-$CUR-SPT field is TR-TYPE <u>4F</u> CHNG <u>ZERO Y</u> or TR-TYPE <u>4F</u> CHNG <u>ZERO N</u>.  The values for this field are:
o  Y = Zero Order
o  N = Not Zero Order
o  BLANK = Not Determined

There is a space between ZERO and the entry of the value.  Whenever the court issues a zero dollar current support obligation, whether it is a new or modified order, the entry of "Y" is required, regardless of the case closure process.  If the account is for the collection of arrears only, the entry of "N" is required regardless of the case closure process.

- **Criterion 2 – Noncustodial Parent (NCP) or Putative Father Deceased**

The NCP or putative father is deceased and no further action, including a levy against the estate, can be taken.  Includes cases and accounts in which the NCP or putative father has been verified as deceased.  Prior to closing the case, the worker must verify that the NCP or putative father is deceased by:
a.  contacting the Department of Health, Bureau of Vital Records;
b.  contacting the registrar of the municipality in which the death occurred; or
c.  obtaining an original or certified copy of the death certificate from the decedent's family.

<u>Worker action</u>: Set the Wedlock Indicator to 5 for a case-only or input "D" in the REV ADJ IND on the AJ screen when the case is in accounting status.  The worker must verify that no orders for support have been overlooked for entry on CSMS, and verify whether any and all assets of the estate have been exhausted for enforcement of any child support debt.
If the putative father dies before paternity can be established, the local district should commence or continue a paternity proceeding (Family Court Act §519) in a public assistance case or Medical Assistance case where it can be determined that:
a.  the putative father was the petitioner in the paternity proceeding;
b.  the putative father acknowledged paternity of the child in open court;

c. a genetic marker or DNA test had been administered to the putative father prior to his death; if there is another putative father identified (refer to Section VI.6 of this ADM); or

d. the putative father openly acknowledged the child as his own which includes furnishing support in cash or otherwise acting as a parent.

The local district should consult with counsel as to whether the facts in a particular case support posthumous paternity establishment. In an existing child support services (CSS) case, if the conditions of FCA §519 are met, the local district may continue with the proceeding if there are assets against which to enforce an order of support. The local district may seek an order of support under FCA §545(2) for the needs of the child accruing from the date of birth of the child to the date of the application for the order of filiation.

- **Criterion 3 – Paternity Cannot Be Established**

Paternity cannot be established because:

a. The child is at least 21 years old in this State and an action to establish paternity is barred by an applicable statute of limitations.
  - Worker action: The worker must first determine whether the putative father acknowledged paternity by furnishing support or in writing, either of which will allow paternity establishment beyond the age of 21 (see Criterion 2).

b. A genetic test or a court or administrative process has excluded the putative father as the father of the child and no other putative father of such child can be identified.
  - Worker action: set status and reason code P801-05 (paternity excluded by genetic test).

c. The local district has determined that 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.
  - Worker action: set status and reason code P801-07 (no pat, not in child's best interest).

d. Either the first name or the last name of the biological father is unknown and cannot be identified after diligent efforts, including at least one face-to-face interview by the child support enforcement unit with the recipient of services. For the purpose of this subparagraph, "diligent efforts" means acting on leads the recipient of services may provide that could help identify and locate the biological father such as a last known address or employer. The interview required by this subparagraph may be conducted by telephone when the recipient of services would have to travel at least 30 miles; take time from work to be interviewed face-to-face; is disabled; or lacks transportation.
  - Worker action: set status and reason code P100-04 (paternity interview/ client) or L801-01 (John Doe case).

- **Criterion 4 – Noncustodial Parent (NCP) Location Unknown**

The location of the NCP is unknown, and the local district has made unsuccessful diligent efforts using multiple sources, to locate the NCP:

a. over a three year period when an L100 status has been opened and when there is sufficient information to initiate an automated locate effort; or
b. over a one year period when an L200 status has been opened and when there is not sufficient information to initiate an automated locate effort.

The case may be closed if NCP's residence, employment address, or earnings or assets are unknown and the local district has made diligent but unsuccessful quarterly attempts using all locate sources pursuant to federal and State requirements for locating the NCP and his/her earnings or assets. Such efforts must be made over a three year period when there is sufficient information to initiate an automated locate effort, or over a one year period when there is insufficient information to initiate an automated locate effort. "Sufficient information" means the first and last name; date of birth; and/or Social Security number (SSN) of the NCP.

- **Criterion 5 – NCP cannot Pay Support for Duration of the Child's Minority**

  The NCP cannot pay support for the duration of the child's minority and the local district determines that no income or assets are available which could be levied or attached for support because the NCP meets one of the following criteria:
  a. Is institutionalized in a psychiatric facility.
     - Worker action: set status and reason code R802-21 (NCP in institution, psychiatric) or S802-21 (NCP in institution, psychiatric).
  b. Is incarcerated with no chance of parole.
     - Worker action: set status and reason code R802-22 (NCP incarcerated, no parole) or S802-22 (NCP incarcerated, no parole).
  c. Has a medically verified total and permanent disability with no evidence of support potential.
     - Worker action: set status and reason code R802-23 (NCP disabled, unable to support) or S802-23 (NCP disabled, unable to support).

  **Note:** Supplemental Security Income (SSI) is deductible from income for child support purposes and is not subject to garnishment. However, the receipt of SSI by the NCP is not sufficient reason to close a child support case. In order to close a child support case the NCP must have a medically verified total and permanent disability with no evidence of support potential. An individual need not have a medically verified total and permanent disability in order to be eligible for SSI. In order to assist in substantiating a determination as to whether the individual has a medically verified total and permanent disability, the local district may request the NCP obtain his or her medical records pursuant to 45 CFR 164.524 (regarding access of individuals to protected health information) and provide such documentation to the local district for review. Alternatively, a court order would be acceptable documentation that an NCP is permanently and totally disabled. However, in order for the case to be closed, the local district must also determine that the NCP has no support potential and no income or assets available which could be levied or attached for support.

- **Criterion 6 – Noncustodial Parent (NCP) Lives in a Foreign Country**

  The NCP must live in a foreign country and meet the following criteria:
  a. be a citizen of the foreign country;

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b. not work for the United States government or a company which has its headquarters or offices in the United States; and
c. have no reachable domestic income or assets.

Worker action: set status and reason code E802-24 (NCP foreign citizen, no reciprocity); or R802-24 (NCP foreign citizen, no reciprocity); or S802-24 (NCP foreign citizen, no reciprocity).

- **Criterion 7 – Local District Providing Non-Title IV-D Location Only Services**

  The local district has provided non-Title IV-D location only services as requested by the custodial parent, legal guardian, attorney, or agent of a child who is not receiving public assistance. Closure of these cases occurs regardless of whether such services were successful.

- **Criterion 8 – Request to Close Case**

  Includes cases and accounts in which the non-public assistance recipient of services or the referring jurisdiction (state) requests closure of their case and there is no assignment to the State of medical support or arrears which accrued under a support order.

  Worker action: set status and reason code D002-18 (CP written request to close case), or E999-01 (client requests case be closed), or P999-01 (client requests case be closed), or R999-01 (client requests case be closed), or S999-01 (client requests case be closed), or T999-01 (client requests case be closed).

  The worker should ask the recipient of services making a verbal request for case closure to put the request in writing and annotate the same in "remarks." The receipt of a written request makes it unnecessary to generate a *Case Closure Notice* for that case. The worker must enter the appropriate status and reason code as identified in the *Automated Case Closure Status and Reason Codes Desk Aid* (**Attachment 1**).

  In instances where an order of support has been modified by the court to become a "pay-direct order" at the request and consent of the parties, the order must be considered a written request to discontinue child support services and a basis to close the case if there is no applicable assignment. Since the "pay-direct order" will be treated as a written request to close the case it is unnecessary to generate a *Case Closure Notice* to the recipient of services. Refer to Section F of this ADM, regarding notice to the NCP where there is an existing support order.

- **Criterion 9 – Good Cause**

  Includes cases and accounts in which the responsible local district social services unit determined that a recipient of services has good cause or is covered by a valid exception preventing them from cooperating with the local district without risk or harm to them or to a child or caretaker. Case closure for "good cause" has been expanded to include "other exceptions to cooperation" which includes family violence full waivers of cooperation with the local district.

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Worker action: set status and reason code G801-00 (good cause claim upheld) or M803-01 (good cause granted).

- **Criterion 10 – No Contact with Recipient of Services**

  Includes non-public assistance cases and accounts, or non-public assistance Medicaid cases, when cooperation with the local district is not required by the custodian, and when the local district is unable to contact the recipient of services or custodian within a sixty calendar day period. Closure of a non-public assistance case for lack of contact from the recipient of services requires the issuance of at least one *Contact Letter about Case Closure* and a *Case Closure Notice* sent by first class mail to the last known address. The federal requirement is to allow a minimum sixty day timeframe for each letter sent. Due to processing timeframes, CSMS allows ninety days for all letters.

  Worker action: set status and reason code L801-02 (client cannot be located). For cases with active accounts for which child support payments are being received and/or not disbursed, the local district **may not** close the account before the expiration of two years following diligent effort to locate the recipient of services. Social Services Law (SSL) §111-h (4) provides that "any and all moneys paid into the support collection unit pursuant to an order of support where the petitioner is not a recipient of public assistance, shall upon payment into such [SCU] be deemed for all purposes to be the property of the person for whom such money is to be paid." Returning collections to the NCP or the income payor in this instance would not be appropriate; the unclaimed funds process outlined in SSL §111-h (5) – (7) applies.

- **Criterion 11 – Non-Cooperation**

  In a non-public assistance case in receipt of child support services, or in a non-public assistance Medicaid case when cooperation with the local district is not required of the recipient of services (i.e. a child-only Medicaid case), the local district must document the circumstances of non-cooperation by the recipient of services. Non-cooperation includes any action/inaction of the recipient of services essential for the next step in providing child support services such as:
  a.  continuing to accept direct child support payments;
  b.  failing to submit to paternity testing or to attend hearings necessary to establish paternity or support;
  c.  refusing to sign forms (e.g., paternity affidavit); or
  d.  refusing to report private attorney actions or the actions of private collection agencies upon request.

  Worker action: set status and reason code E201-05 (client did not appear), or E802-02 (dismissal – summons served – neither side appeared), or P801-01 (client failed to cooperate), or P802-04 (dismissed with prejudice client did not cooperate), or P802-05 (dismissed without prejudice client did not cooperate), or S201-05 (client did not appear), or S802-04 (client failed to cooperate), or S802-08 (dismissal- summons served – client absent), or S802-10 (dismissal – summons served – neither side appeared).

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The recipient of services is considered to have cooperated in providing information "essential to the next step" by providing information necessary to establish the order, such as providing:

a.    the name, SSN, or date of birth of the putative father/noncustodial parent;
b.    a reasonable description of the putative father/noncustodial parent;
c.    a current or last known address for the putative father/noncustodial parent; or
d.    the current or last known employer of the putative father/noncustodial parent.

Should a recipient of services refuse to provide necessary information to move forward at either the "pre-child support order" or "post-order" stage (which should be rare), actions under Criterion 11 may be appropriate. However, a recipient of services' failure to file or respond to a violation petition is not a valid case closure basis indicating the recipient of services' inaction since the local district has legal standing to originate and prosecute enforcement proceedings (FCA §453, as amended by Chapter 215 of the Laws of 2009). An exception to this rule could occur where the court determines that testimony of the recipient of services is necessary and summons the individual to appear. If the recipient of services refused to appear in response to the summons, case closure would be appropriate.

In a child-only Medicaid case the custodian of the child is not bound by the public assistance cooperation requirements. Upon application for Medicaid, the medical support assignment occurs by operation of law. The child support case must remain open when Medicaid has made a payment and/or when the medical support assignment is in effect for current medical support, including the provision of health insurance coverage, or medical support arrearages. Regardless of whether the cooperation of the recipient of services is necessary for the local district to take the next step in the case, the child support case must remain open.

- **Criterion 12 – No Action By Initiating State**

   The local district documents failure by the initiating state to take an action which is essential for the next step in providing services.

   Includes cases and accounts in which the local district documents the failure of the initiating state to cooperate in a child support case receiving child support services, and action by the initiating state is required for the next step in providing child support services. Previously, the responding state could not close a case without permission of the initiating state. A case may now be closed when the local district documents the failure of the initiating state to take an action that is necessary for the next step in providing child support services.

   Worker action: close the R group with status and reason code R802-25 (initiating state/non cooperation).

   Example #1:
   The initiating jurisdiction (IJ) sends a new interstate case to the New York Interstate Central Registry (ICR). The IJ is requesting establishment of an order; however, the IJ neglected to include a Uniform Support Petition (or some other mandatory

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documentation). The ICR requests the required form, but the IJ state does not send it, and there is no action the ICR can take without this form. The IJ state has thirty days to submit the form, but if the form is not submitted within sixty days the ICR can close the case.

Example #2:
There is an existing interstate case with the responding state order registered in New York State for enforcement. The whereabouts of the NCP becomes unknown, and it is believed that the NCP has relocated to another state. The ICR asks the IJ to provide locate information and the IJ does not respond. New York State cannot enforce the order without additional information (address, employer, assets, etc.) and since the IJ did not respond to a request to provide this information within thirty days, New York State can close its case after the expiration of sixty days.

## C. Case Closure Reports

Workers are provided with the *Automated Case Closure Report* (**Attachment 4**) to manage the automated case closure process that is available on Computer Output to Laser Disk (COLD) under the COLD report name AUTOCASECLOSE. The sections of the report and required worker actions are as follows:

a. CASES ELIGIBLE FOR CLOSING - this section notifies workers when a case closure notice has been generated. This report must be reviewed by workers and cases selected for case closure must be reviewed by a supervisor prior to case closure.

b. AUTOMATED CASE CLOSURE CANCELLED - workers must review these cases to determine what new information has excluded these cases from the case closure process and work the case accordingly (e.g., the recipient of services provides a new address and telephone number for local district use in further contact).

c. CASES CLOSED - section is intended for supervisory level staff in each district. Supervisors should review the report to evaluate cases that have been closed to ensure that correct statuses are being used and notices have been issued when appropriate.

d. CASES REQUIRING FURTHER REVIEW - section is intended for supervisory level staff to review that workers have made necessary account maintenance actions in an effort to move cases to automatic closure. These cases will require that account maintenance and adjustments be completed by workers prior to automated closure of the case.

e. SUMMARY - section is sorted by worker code and identifies the number of cases for each of the sections described above.

## D. Supervisory Action

After workers have completed their review and made a determination that supports closing a case that appears on the *Automated Case Closure Report* under the section "Cases Eligible for Closing," supervisors must review cases that remain available for the case closure

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process. If appropriate, the correct status and reason codes must be set to allow for automated case closure.

Three months after the *Case Closure Notice* is produced the cases will appear in the section of the report entitled "Cases Closed." These cases must be reviewed by supervisors to determine the correctness of the actions taken resulting in the closing of a case. Depending on the outcome of the supervisory review, the case may require reopening.

Supervisors must review the section of the report entitled "Cases Requiring Further Review." Supervisors are required to ensure that workers review cases and perform necessary account maintenance actions in an effort to move cases to automatic closure. These cases will require that account maintenance and adjustments be completed by workers prior to automated closure of the case.

### E. Case Closure Notices

1. Notice Generation

   A *Case Closure Notice* is generated for Criterion 1 when the current support ledger is terminated and arrears are less than $500.00.

   For Criterion 2, the Wedlock Indicator on IVDJCH must be "5" (Death of Parent) or**,** for cases in accounting status, the Review and Adjustment Indicator on IVDADJ must be "D."

   For Criterion 3 (a), paternity must not have been established and the child must be twenty-one or older. For the remaining subparts of Criterion 3, the appropriate status is required.

   The remaining closure criteria require the appropriate status be set by the worker to generate the *Case Closure Notice*, <u>except for</u> Criteria 7, 8 and 9, which do not require a *Case Closure Notice*. *Case Closure Notices* are generated with appropriate criterion text for the case closure identified on each notice. Refer to *Text for Case Closure Notices* (**Attachment 5**) for the language used for each case closure criterion.

   *Contact Letter About Case Closure* (**Attachment 2**) is a notice designed to be generated and used exclusively for Criterion 10 wherein there is an inability to contact the non-public assistance recipient of services or the Medicaid-only recipient of services. The notice is designed to meet the federal requirement for providing written notification to the recipient of services at least sixty calendar days **prior** to the generation of the *Case Closure Notice*.

   **Note:** Case closure under Criterion 10 requires two notices. The first notice required is the *Contact Letter About Case Closure.* Three months after this notice is sent a *Case Closure Notice* is required.

   The *Case Closure Notice* has been revised and is designed to inform the recipient of services of the local district's intention to close the child support case after the expiration

of sixty days. The notice contains instructions for the recipient of services in the event he or she disagrees with the decision to close the case.

The *Case Closure Notice Referring State (District)* (**Attachment 6**) is designed to be used to assist with the case closing process in referred cases and is used exclusively for Criterion 12.

2. Exceptions to Notice Generation

There are a few exceptions to the notice generation that include:

a. Address Issues - Case closure notices will be sent to the address available on IVDJCH or, if blank, the address on IVDJCM. If the address is blank, no notice will be issued and a notation will appear on the *Automated Case Closure Report* "Cases Eligible for Closing" section with the notation "blank address." If the local district locates a new address for the recipient of services adding the address <u>will</u> remove the case from the closure process under Criterion 10 (unable to contact the recipient of services within a sixty calendar day period).

b. DSS Ledgers - If all of the amounts making up the "total amount" owed are taken from ledgers with 2 in the first position (support assigned to the State and local social services district), a notice will not be issued and a notation will appear on the *Automated Case Closure Report* "Cases Eligible for Closing" as "No Notice Sent." CSMS will create an exception for the case. The record will be removed from the case closure notice file and no notice will be generated. This condition will not remove the case from the case closure process.

c. Recipient of Services Submits Written Request for Case Closure - When a recipient of services has made a written request for case closure and a status and reason code of D002 RC18 (custodial parent written request to close case) has been set, no *Case Closure Notice* will be issued and a notation will appear on the *Automated Case Closure Report* "Cases Eligible for Closing" as "No Notice Sent."

**F.    Closing Cases with a Support Order**

If the recipient of services has a support order payable through the SCU and the case is closed, the SCU must send a letter to the noncustodial parent advising him or her to begin paying the recipient of services directly, or in interstate cases, to the referring state. In in-state cases a copy of the letter (including the court docket number) should be provided to the issuing court.

**G.    Child Support Processing Center (CSPC) Customer Service**

1. Customer Service Helpline
In the *Case Closure Notice*, the recipient of services is advised that he or she may contact the NYS Child Support Helpline (CSH) to receive an explanation of the decision, if necessary. The *Customer Service Helpline Case Closure Frequently Asked Questions* (**Attachment 7**) provides information related to how CSH staff will respond to questions.

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As with current procedures, the CSH may make a referral to the local district, if necessary. The local district must contact the recipient of services by telephone within two business days after the date of the referral by the CSH.

2. Undeliverable Mail
   Notices produced and mailed provide a return address to a post office box for the CSPC. Undeliverable mail will be processed by the CSPC as follows:
   a. <u>Returned notices with a new address</u> - notices will be placed in a new envelope addressed to the address provided by the post office and mailed. A copy of the notice and the address provided by the post office will be forwarded to the respective local district with a batch header indicating the local district name and *Returned Case Closure Notice with New Address* for local district location action to update CSMS with the new client address.
   b. <u>Returned notices without a new address</u> - notices will <u>not</u> be forwarded to the local district. The local district must proceed with case closure, if appropriate, for the criterion stated on the *Case Closure Notice*.

## VI.    Systems Implications

The local district should <u>only</u> use status code D901-03 (case closure notice not required) when closing:

1. an account such as a suspense account;
2. another administrative account, such as one used for paternity testing;
3. a refund to respondent account;
4. a case opened in error;
5. a duplicate case;
6. a case in which the putative father has been excluded as the biological father <u>and </u>a second case is opened naming another individual as the biological father of the child; or
7. a case in which a Federal Information Processing Standard code (FIPS) is changed, requiring the opening of a new case with an account.

## VII.    Additional Information

The requirements for record retention which apply to correspondence and responses received from the case closure process are found in 18 NYCRR § 347.24. In accordance with the regulation, case closure documentation received by the CSPC will be retained by the CSPC or by the local district for a minimum of three years from the date of case closure.

## VIII.    Effective Date:

The ADM is effective November 20, 2009.

**Issued By** _____
**Name:**          Scott E. Cade
**Title:**          Deputy Commissioner and Director
**Division/Office**:    Center for Child Well-Being
                    Division of Child Support Enforcement

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