

## SUMMARY OF CHANGES AND IMPROVEMENTS TO THE CASE CLOSURE PROCESS

The Administrative Directive (ADM) and its attachments replace the previously issued instructions and attachments in 09-ADM-23, dated November 16, 2009, and titled *Automated Case Closure*, including all prior *Dear Colleague* letters on the subject, thereby providing the most recent instruction source for the automated case closure process and for closure of administrative cases and accounts.

### Revisions to Existing Criteria:

- **Criterion 1**, *No Longer Current Support Order and Arrears Under \$500 or Arrears Unenforceable*, has been expanded to include several new instances and to clarify other existing instances where it is appropriate to close cases under this criterion [ADM, Section V.B.1., pages 6-7].
- **Criterion 4**, *Noncustodial Parent Location Unknown*, has been expanded to include three new systematic status and reason codes, L100 01 (*Parent Locator Service [PLS] search pending; custodial parent; Social Security number only*), L100 02 (*Parent Locator Service [PLS] search pending; SSA only*), and L100 03 (*Parent Locator Service [PLS] search pending; SSA and IRS only*), for closing cases after one year of location efforts when there is no Social Security number (SSN) for the noncustodial parent (NCP) and there is other information available that may assist with obtaining an SSN for the NCP [ADM, Section V.B.4., page 9].
- **Criterion 8**, *Request to Close Case*, has been revised to remove cases and accounts in which the referring jurisdiction (state) requests closure of their case to align with changes under the *intergovernmental rules* [ADM, Section V.B.8., page 12].
- **Criterion 8** is also expanded to include procedures for accounts with orders that become directly payable to the recipient of services pursuant to instructions provided in the change in payee policy, or as a result of a modification of the order of support by the court [ADM, Section V.B.8., page 12].
- **Criterion 8** is also revised to remove the requirement for the Child Support Enforcement Unit/Support Collection Unit (CSEU/SCU) to obtain a written request for case closure from a recipient of services to avoid generation of a Case Closure Notice [ADM, Section V.B.8., page 12].
- **Criterion 10**, *No Contact with Recipient of Services*, is expanded to require that in former-assistance cases, there can be no support arrears/past due support due to the Social Services District in order to close the case under this criterion [ADM, Section V.B.10., page 13].
- **Criterion 12**, *No Action by Initiating State*, has been aligned with minor language changes under the *intergovernmental rules* [ADM, Section V.B.12., pages 14-15].

### Addition of New Criterion:

- New **criterion 13**, *Initiating Agency Closed Case*, has been added to align with changes under the *intergovernmental rules* to address situations where the initiating agency has notified the responding agency that they have closed their case [ADM, Section V.B.13., pages 15-16].
- **Criterion 13** also includes automated instructions and new manual instructions for use when the initiating agency sends notification to the responding agency that they have closed their case through a Child Support Enforcement Network (CSENet) message or *Child Support Enforcement Transmittal #2–Subsequent Actions* [ADM, Section V.B.13., pages 15-16].
- **Criterion 13** also introduces new status and reason code **R165 01** (*Initiating state request received-case closed*) for use with this criterion [ADM, Section V.B.13., page 15].
- New **criterion 14**, *Initiating Agency No Longer Requires Services*, has been added to align with changes under the *intergovernmental rules* to address situations where the initiating agency has notified the responding agency that its services are no longer necessary [ADM, Section V.B.14., pages 16-18].
- **Criterion 14** also includes automated instructions and new manual instructions for use when the initiating agency sends notification to the responding agency that they no longer require that state's services through a CSENet message or *Child Support Enforcement Transmittal #2–Subsequent Actions* [ADM, Section V.B.14., pages 16-18].
- **Criterion 14** also introduces new status and reason code **R165 02** (*Initiating state request received-services not needed*) for use with this criterion [ADM, Section V.B.14., page 17].

**Addition of Case Closure Examples:**

- Examples of situations that result in case closure are included under case closure criterion to assist the CSEU/SCU in applying the instructions provided [ADM, Section V.B., pages 5-18].

**Reporting for the Case Closure Process:**

- Clarification of the *Automated Case Closure Report* available on Computer Output to Laser Disc (COLD) is provided and includes a description of what is reported on Parts A through E, and how each part of the report is linked to a respective code available for the *Case Closure Notice Ind* [ADM, Section V.C., pages 18-21].
- The information available on each section of the report is clarified for purposes of CSEU/SCU review and necessary actions [ADM, Sections V.C., pages 18-21].

**Case Closure Notices:**

- The notices required for the automated case closure process are identified and explained [ADM, Section V.D.1., pages 21-22].
- The requirement to issue a Case Closure Notice under criterion 8 has been eliminated [ADM, Section V.D.1.b., pages 21-22].
- Modifications have been made to the automated case closure criterion selection process so that cases and accounts eligible for closure under criteria 8, 9, and 10 are closed appropriately under the respective criterion and notices are generated or not generated as required [ADM, Section V.D.1.b., pages 21-22].
- The exceptions to generating a notice are clarified [ADM, Section V.D.2., page 23].

**Removal of Cases from the Case Closure Process:**

- Guidance is provided for manual removal of cases and accounts from the automated case closure process by the CSEU/SCU when appropriate [ADM, Section V.E.1.a., pages 23-24].
- New instructions and a new *Case Closure Notice Ind* code are introduced for the removal of accounts meeting special circumstances from the automated case closure process by the CSEU/SCU [ADM, Section V.E.1.b., pages 24-25].
- Clarification is provided regarding the systematic removal of cases and accounts from the automated case closure process [ADM, Section V.E.2., page 25].

**New Procedure for Administrative Closure:**

- Procedures are defined in regards to administrative closure of cases and accounts [ADM, Section V.G, pages 26-27].
- The procedures have been simplified for closing suspense accounts and refund to respondent accounts [ADM, Section V.G.1., page 26].
- Permissive reasons to close administrative accounts under status and reason code **D901 03** (*Case closure notice not required*) have been more clearly defined [ADM, Section V.G.2., pages 26-27].
- New permissible administrative closure instructions and a new status and reason code **D901 07** (*Case closure notice not required-intercounty case*) for inter-county supplemental accounts established for distribution are introduced [ADM, Section V.G.3., page 27].

**Resource Guide**

- A forthcoming new *Case Closure Resource Guide* is announced which will expand upon the automated case closure process, including system selection, system processing, notice production and case reporting [ADM, Section V.H., pages 27-28].

**Record Retention:**

- Record retention for purposes of case closure documentation is aligned with the New York State Department of Education Records Retention and Disposition Schedule CO-2 [ADM, Section VII., page 30].

**Revised Notices and Attachments:**

- Updated examples of Parts A through E of the *Automated Case Closure Report* are provided [*Attachment 2*].
- The language included in Case Closure Notices has been simplified and aligned with changes identified throughout the ADM [*Attachments 3, 4, and 5*].
- Revisions have been made to the text that is produced on the *Case Closure Notices* for the case closure criterion selected [*Attachment 6*].