

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 17: Case Closure	Effective Date: 12/08/2021
	Section 27: IV-A Agency Determined Good Cause to not Pursue Case (CGCB)	Version: 1.1 Revision Date: 12/08/2021

BACKGROUND

Closing a case when the IV-A agency has determined the custodial party (CP) has good cause to not cooperate with the Title IV-D Prosecutor’s Office is a manual closure process, which means the statewide child support system does not automatically recognize the case closure criteria, but the Title IV-D Prosecutor’s Office knows certain facts that make the case eligible for case closure.

The manual case closure reasons do not require an intent to close notice be sent to the CP or other tribunal. When the Title IV-D Prosecutor’s Office enters the case closure reason in the statewide child support system, the case is immediately 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

The Title IV-D Prosecutor’s Office may close a case when the following criteria are met:

1. The Division of Family Resources (DFR), in a Temporary Assistance to Needy Families (TANF) case, makes a determination that good cause exists for the CP to not cooperate with the Title IV-D Prosecutor because child support enforcement may not proceed without risk of harm to the child or CP;¹ and
2. The case is not a responding intergovernmental case.

REFERENCES

- [45 C.F.R. § 302.31](#): Establishing paternity and securing support
- [45 C.F.R. § 303.11](#): Case closure criteria

PROCEDURE

1. Case Management Upon DFR’s Determination of Good Cause to Not Cooperate with Title IV-D Enforcement

When DFR makes the determination of whether good cause exists for a CP to not cooperate with the Title IV-D Prosecutor’s Office, the statewide child support system receives notice through the IV-A/IV-D interface and a worklist item (UAGC) is created notifying the Title IV-D Prosecutor’s Office of DFR’s determination. The Title IV-D

¹ 45 C.F.R. § 303.11(b)(14)

Prosecutor's Office shall not proceed on a case in which there has been a finding of good cause for the applicant to not cooperate with the Title IV-D Prosecutor's Office.²

2. Case Type and Status Upon Closure

When a Title IV-D case is closed for this manual closure reason, the case closes to Title IV-D services and becomes a non-Title IV-D (NIVD) case.³ The Title IV-D Prosecutor's Office determines at the time of closure if the case will be an open NIVD case or a closed NIVD case based on whether there is a current child support obligation or an arrears balance. If there is a current child support obligation and/or an arrears balance, the Title IV-D Prosecutor's Office will change the case type to NIVD resulting in the case being an open NIVD case. If there is not a current child support obligation or an arrears balance, the Title IV-D Prosecutor's Office will change the case status to closed. The next time the auto closure program runs, every Saturday except it skips any Saturday that is the first day of the month, after the manual closure, the statewide child support system will change the case type to NIVD resulting in the case being a closed NIVD case.

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

1. Q. DFR made a determination that the CP has good cause to not cooperate with the Title IV-D Prosecutor's Office because child support enforcement may not proceed without risk of harm to the child or CP. However, the Title IV-D Prosecutor's Office believes the case can be worked without the cooperation of the CP. Should the Title IV-D Prosecutor's Office continue to work the case?

A. No. The Title IV-D Prosecutor's Office should close the case. The reason good cause to not cooperate was determined by the DFR was because of the *risk of harm to the child or CP*. If the Title IV-D Prosecutor's Office were to continue to enforce the case, the child or CP could be placed in undue harm.
2. Q. What should the Title IV-D Prosecutor's Office do if the CP is claiming that DFR has made a good cause determination, but that determination does not appear in the statewide child support system?

A. The Title IV-D Prosecutor's Office may either send an email to the DFR regional mail box or contact their Field Consultant for assistance in verifying the good cause determination.

² 45 C.F.R. § 302.31(c)

³ An exception to this is that a DCS child welfare case will close to Title IV-D services but does not change case type.

RELATED INFORMATION

1. The ISETS case closure code is CGCB.

The federal regulation for this case closure reason states:

There has been a finding by the IV-D agency, or at the option of the State, by the responsible State agency of good cause or other exceptions to cooperation with the IV-D agency and the State or local assistance program, such as IV-A, IV-E, Supplemental Nutrition Assistance Program (SNAP), and Medicaid, has determined that support enforcement may not proceed without risk of harm to the child or caretaker relative;⁴

Indiana elected in its [State Plan](#) for the IV-A agency to make the good cause determination in TANF cases.⁵

REVISION HISTORY

Version	Date	Description of Revision
Version 1	12/18/2018	Final approved version
	03/11/2020	Changed section number from 26 to 27
Version 1.1	12/08/2021	Added FAQ about verifying good cause determination with DFR and Related Information about why IV-A makes the good cause determination

⁴ 45 C.F.R. § 303.11(b)(14)

⁵ See Indiana State Plan Page 3.16 at <https://ocsp.acf.hhs.gov/stateplan/publicivdplanview.htm>