

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 17: Case Closure	Effective Date: 10/20/2025
	Section 29: Custodial Party Requests Closure (CPRT)	Version: 3.1 Revision Date: 09/10/2025

BACKGROUND

Closing a case in which the enrollee requests case closure, or the custodial party (CP) is deceased, 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 to Title IV-D services when the case is not a responding intergovernmental case and one (1) of the following criteria are met:

1. The enrollee makes a written request to close the case, or opt out of Title IV-D services, and the CP and child(ren) are not currently receiving Temporary Assistance for Needy Families (TANF);¹
2. The CP is deceased and the Title IV-D Prosecutor's Office has documentation of the CP's death; or
3. The enrollee is the Department of Child Services (DCS) on a child welfare case and the Title IV-D Prosecutor's Office has completed the requested services.

The Title IV-D Prosecutor's Office cannot require a CP to close the case, or opt out of Title IV-D services, solely because the CP has retained a private attorney or collection agency.²

REFERENCES

- [CSB-AT-421](#): IV-D Services Opt Out
- [45 C.F.R. § 303.2](#): Establishment of cases and maintenance of case records
- [45 C.F.R. § 303.11](#): Case closure criteria
- [OCSS-AT-93-03](#): Clarification of Case Closure Criteria

PROCEDURE

¹ 45 C.F.R. § 303.11(b)(12)

² OCSS-AT-93-03, question and response #32

1. Case Management When the CP Requests Case Closure

If there is a State owed arrearage due to unpaid past public assistance when the CP was receiving TANF, the CP may sign and submit a request to close the Title IV-D case. The Title IV-D Prosecutor's Office will create a second case. The newly created second case will be for current support and the arrearage owed to the CP. The newly created case will be closed using this case closure reason. The original case will be for the arrearage owed to the State.. The Title IV-D Prosecutor's Office is only responsible for enforcing the case with the arrearage owed to the State.³

For Self-Assessment and Data Reliability Audit purposes, the Title IV-D Prosecutor's Office shall place a copy of the request to close the case in the paper or electronic case file.⁴

2. Case Management When the Non-Custodial Parent (NCP) Enrollee for Services Requests Case Closure

If the NCP was the enrollee and requests case closure, the Title IV-D Prosecutor's Office is strongly encouraged to do the following:

- a. Notify the CP that the case is being closed to Title IV-D services at the NCP's request; and
- b. Advise the CP that he or she may request Title IV-D services at any time by completing the Indiana Child Support Services Enrollment, State Form 34882, (Enrollment Form).

Additionally, the Title IV-D Prosecutor's Office shall record detailed notes in the statewide child support system that the NCP was the enrollee and requested case closure.⁵

For Self-Assessment and Data Reliability Audit purposes, the Title IV-D Prosecutor's Office shall place a copy of the request to close the case in the paper or electronic case file.⁶

3. Case Management When the CP Is Deceased

After the Title IV-D Prosecutor's Office has confirmed the CP's date of death and obtained documentation of the CP's death, the Title IV-D Prosecutor's Office may initiate closure of the Title IV-D case. If there is a State owed arrearage due to unpaid past public assistance when the CP was receiving TANF, the Title IV-D Prosecutor's Office will create a second case. The newly created second case will be for current support and the arrearage owed to the CP. The newly created case will be closed using this case closure reason. The original case will be for the arrearage owed to the State. The Title IV-D Prosecutor's Office is only responsible for enforcing the case with the arrearage owed to the State.⁷

³ CSB-AT-421

⁴ 45 C.F.R. § 303.2(c)

⁵ 45 C.F.R. § 303.2(c)

⁶ 45 C.F.R. § 303.2(c)

⁷ CSB-AT-421

For Self-Assessment and Data Reliability Audit purposes, the Title IV-D Prosecutor's Office shall place a copy of documentation of the CP's death in the paper or electronic case file.⁸

4. Case Management When DCS Is the Enrollee and Requested Services Are Complete

In certain DCS child welfare Title IV-D cases, the only appropriate action is to establish paternity.⁹ In these cases, when paternity is established, the Title IV-D Prosecutor's Office may close the case using this case closure reason and recording the reason for closure in the statewide child support system.

5. 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.¹⁰ The statewide child support system determines 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. This determination is made the next time the auto closure program runs after the manual closure. The auto closure program runs every Saturday except it skips any Saturday that is the first day of the month. If there is a current child support obligation and/or an arrears balance, the case will be an open NIVD case. If there is not a current child support obligation or an arrears balance, the case will be 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. [Splitting ISETS Cases](#)
5. [Why Didn't My Case Close - Case Closure Checklist](#)

FREQUENTLY ASKED QUESTIONS

1. Q. The CP requests case closure and there is a State owed arrearage due to unpaid past public assistance. The Title IV-D Prosecutor's Office has created two (2) cases, the one case is for the CP with current support and arrears owed to the CP and the other case is for State owed arrears. If the CP later enrolls in services or is a TANF referral, may the Title IV-D Prosecutor's Office consolidate the two (2) cases in the statewide child support system?

A. Yes. If the CP reopens a Title IV-D case, the Title IV-D Prosecutor's Office may consolidate the two (2) cases in the statewide child support system.
2. Q. The CP opened a Title IV-D case in an Indiana county to enforce another State's

⁸ 45 C.F.R. § 303.2(c)

⁹ Chapter 3: Case Initiation, Section 5: Department of Child Services (DCS) Child Welfare Cases

¹⁰ An exception to this is that a DCS child welfare case will close to Title IV-D services, but does not change case type.

order. The case was opened and coded as Indiana being the initiating State because Indiana was initiating the request to another State to enforce that State's order. The CP now lives in yet a different State and requested Title IV-D services there. The CP's current State has sent Indiana a request to close the Indiana case. Can this case be closed?

- A. Yes. After receiving the request from the CP's current State that Indiana close its case, the Title IV-D Prosecutor's Office may close the case for the reason that the CP requested closure of the case. The Title IV-D Prosecutor's Office shall make notes in the statewide child support system that the CP has moved to a different State, the CP is receiving Title IV-D services in that State, and that State has requested Indiana close its case.¹¹

The Title IV-D Prosecutor's Office is strongly encouraged to close the current child support subaccount and zero out the subaccounts for any arrears owed to the CP. If no arrears are owed to the State, the Title IV-D Prosecutor's Office shall terminate any income withholding orders. If there is a State owed arrearage due to unpaid past public assistance when the CP was receiving TANF in Indiana, the Title IV-D Prosecutor's Office shall leave that subaccount open. The Title IV-D Prosecutor's Office is strongly encouraged to send a Transmittal or CSENet transaction to the original order State requesting enforcement of the arrears owed to Indiana and a Transmittal or CSENet transaction to the CP's current State notifying the State that a request has been sent to the original order State to enforce the arrears owed to Indiana.

3. Q. What is the proper way to close a case if the NCP enrolls in services and then fails to appear for an appointment or hearing?
- A. The case of a NCP who is the enrollee may be closed for the same non-cooperation reasons as a CP enrollee regarding appearing for an appointment or hearing as long as his or her action is essential for the next step in providing services. However, due to current ISETS limitations, the correct closure code is CPRT and not CNON. If CNON is used, the intent to close notice would be sent to the CP, who is not the enrollee or the party responsible for the non-cooperation. When closing a case CPRT due to the NCP's non-cooperation, the Title IV-D Prosecutor's Office shall include a very specific note in the statewide child support system that the NCP is the enrollee and is failing to cooperate.

RELATED INFORMATION

1. The ISETS case closure code is CPRT.
2. Chapter 3: Case Initiation, Section 5: Department of Child Services (DCS) Child Welfare Cases

REVISION HISTORY

Version	Date	Description of Revision
Version 1	12/18/2018	Final approved version

¹¹ 45 C.F.R. § 303.2(c)

	03/11/2020	Changed section number from 28 to 29
Version 2	09/22/2020	Removed genetic testing fee criteria; Updated to include use of this case closure reason when CP is deceased
Version 2.1	12/08/2021	Clarified when a case closed to Title IV-D services becomes an open or closed NIVD case
Version 3	03/10/2023	Added guidance on closing DCS child welfare cases
	08/22/2023	Changed Office of Child Support Enforcement (OCSE) to Office of Child Support Services (OCSS)
Version 3.1	10/20/2025	Updated instructions for when case splitting is needed.