

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 17: Case Closure	Effective Date: 12/08/2021
	Section 22: Parental Rights Terminated, Arrears Below \$500.00, and Not Department of Child Services (DCS) Child Welfare Case (CTRM)	Version: 1.1 Revision Date: 12/08/2021

BACKGROUND

Closing a case when the non-custodial parent’s (NCP’s) parental rights have been terminated (such as in an adoption), there is no current child support order, the arrearage is less than \$500.00, and the case is not a Department of Child Services (DCS) child welfare case 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 Title IV-D Prosecutor’s Office knows 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 Title IV-D Prosecutor’s Office 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 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

The Title IV-D Prosecutor’s Office may close a case because of the following:

1. The case is not a DCS child welfare case;
2. The NCP’s parental rights have been terminated;
3. There is not a current child support order; and
4. The arrearage is under \$500.00.¹

When the Title IV-D Prosecutor’s Office becomes aware that a case meets these criteria, the Title IV-D Prosecutor’s Office may wish to review the history of the case and payment history to determine the likelihood of future payments. If the Title IV-D Prosecutor’s Office believes future payments are likely, the Title IV-D Prosecutor’s Office may choose to not initiate the case closure process.

REFERENCES

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

¹ Item 1 is State policy and items 2-4 are found in 45 C.F.R. § 303.11(b)(1).
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- [45 C.F.R. § 303.11](#): Case closure criteria

PROCEDURE

1. Determining Whether the Case Should Close

If the Title IV-D Prosecutor's Office determines the case should not close, the Title IV-D Prosecutor's Office may cancel the case closure process in the statewide child support system.

2. Case Type and Status Upon Closure

When a Title IV-D case is closed for this manual/auto closure reason, the case always closes to Title IV-D services and becomes a non-Title IV-D (NIVD) case. The statewide child support system 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 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. [Why Didn't My Case Close - Case Closure Checklist](#)

FREQUENTLY ASKED QUESTIONS

1. Q. There are two (2) case closure reasons using the same case closure code CTRM. What is the difference in these reasons?
 - A. The main difference in these reasons is whether the case is a DCS Child Welfare case (case type FC or CHNS). When the Title IV-D Prosecutor's Office enters the case closure code CTRM, the statewide child support system looks at the case type. If the case type is a DCS Child Welfare case (FC or CHNS), then the manual case closure process is followed.² No intent to close notice is sent to the CP, DCS. If the case type is not a DCS Child Welfare case (such as NADC, AFDC, MANG, ARRA, or ARRN), then the manual/auto closure process is followed. When the Title IV-D Prosecutor's Office enters the case closure code on a case with one of these case types, an intent to close notice is sent to the CP or other tribunal.
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?

² Chapter 17: Case Closure, Section 32: Parental Rights Terminated in a Department of Child Services (DCS) Child Welfare Case and Arrears Below \$500.00 (CTRM)
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- 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 CTRM.

REVISION HISTORY

Version	Date	Description of Revision
Version 1	12/18/2018	Final approved version
	03/11/2020	Changed section number from 21 to 22
Version 1.1	12/08/2021	Added FAQ regarding when CP responds to the notice of intent to close

³ 45 C.F.R. § 303.2(c)