

Chapter 18: Case Closure - Table of Contents

Table of Contents

[18.000 Identifying a Case for Closure New Section](#)

When do I begin to close a case?

Where can I find information about which notification to send and what collection actions to release when I close the case?

Can I close a case when both parties move out of state?

Where can I find information about closing a case where the situation rarely occurs?

[Chart](#) - Case Closure Criteria and Codes

[18.005 Closure Code 41 - Closing a Case When There is No Longer a Current Support Order and Arrears are Less than \\$500, or the Order is Unenforceable New Section](#)

When would I begin to close a case under closure code 41?

What is a "case" for closure purposes?

What should I do if the NCP has paid the child support debt in full but still owes a receivable?

How do I close a case if the payee dies?

Do I close a case if a child stops meeting postsecondary educational requirements?

Under what conditions do I close a case when the child is out of the home?

When do I close a medical enforcement only (MEO) case?

If the court enters an order that terminates the NCP's parental rights, when do I close the case?

When do I close a case because dependent benefits completely offset support?

What do I do if there is a zero order and medical insurance is not available?

If I receive a new order that appears to make support payable directly to the custodial parent, can I close the case?

Is it appropriate to close a case without establishing an order?

When another state has legal impediments to establish an order, can I close the case?

Do I need to send a closure notification when I close under reason 41?

When can I close a paternity subro or medical subro case?

When can I close a foster care case?

What if a private collection agency does not send payments to WSSR?

[Chart](#) - Code 41 Correct and Incorrect Case Closure Scenarios

[Chart](#) - Examples of a "Case" for Closure Code 41

18.010 Closure Code 43 - The NCP Dies and has No Attachable Assets or Estate New Section

How do I verify it is correct to close a case under closure code 43?

Do I need to send a closure notification when I close under reason 43?

[Chart](#) - Code 43 Correct and Incorrect Case Closure Scenarios

18.015 Closure Codes 55 to 58 - Unable to Establish Paternity New Section

When would I begin to close a case under closure codes 55 to 58 because paternity cannot be established?

What do I do if the Community Services Office grants good cause level B paternity?

What do I do I close a case because the father dies prior to the entry of a paternity order?

When do I notify the NCP of case closure under code 55 to 58?

[Chart](#) - Codes 55, 56, 57, and 58 Correct and Incorrect Case Closure Scenarios

18.020 Closure Code 45 - Unable to Locate NCP New Section

When would I begin to close a case under closure code 45?

When do I not close a case under closure code 45?

What are diligent locate efforts for closing a case under code 45?

Do I need to send a closure notification when I close a case under reason 45?

[Chart](#) - Code 45 Correct and Incorrect Case Closure Scenarios

18.025 Closure Code 46 - NCP Cannot pay During the Minority of the Child Because the NCP is Incarcerated, Institutionalized in a Psychiatric Facility, or Permanently Disabled and NCP has No Attachable Assets [New Section](#)

When would I begin to close a case under closure code 46?

Do I establish an order before closing a case under code 46?

When do I close a case because the NCP is incarcerated?

When can I close the case if the NCP is institutionalized?

When can I close the case if the NCP is totally and permanently disabled?

What is the definition of "total disability" for case closure?

What forms can I use to verify the NCP's disability status?

What can I accept as medical verification of total and permanent disability for case closure purposes?

Do I need to send a closure notification when I close under reason 46?

[Chart](#) - Code 46 Correct and Incorrect Case Closure Scenarios

18.030 Closure Code 47 - NCP is a Citizen of and Lives in a Foreign Country, and DCS has No Reciprocity in That Country, and the NCP has No Attachable Assets [New Section](#)

When do I begin to close a case under closure code 47?

What do I do when the NCP lives in a foreign country and the responding jurisdiction (RJ) will not take any action on the case?

Do I need to send a closure notification when I close under reason 47?

[Chart](#) - Code 47 Correct and Incorrect Case Closure Scenarios

18.035 Closure Code 49 - The Nonassistance Non-Medicaid CP or the Initiating Jurisdiction Requests Closure in Writing and the NCP Owes No Washington State Arrears [New Section](#)

When would I begin to close a case under closure code 49?

Do I convert a case to Payment Services Only (PSO) when the nonassistance non-Medicaid CP requests closure?

What do I do if the CP requests closure and the order is not WSSR?

What if the CP wants DCS to continue to collect only his or her arrears when current support is still owed and the child still lives with the CP?

What do I do if the IJ requests closure?

What should I do if DCS is the responding state and the NCP moves out of state?

Can I close the case when I find the CP and NCP are reconciled?

What happens if payments stop in a PSO case?

[Chart](#) - Code 49 Correct and Incorrect Case Closure Scenarios

[18.040 Closure Code 51- DCS has Lost Contact with the Nonassistance Non-Medicaid Custodial Parent](#) [New Section](#)

What type of case applies to closure code 51?

When would I begin to close a case under closure code 51?

How do I close the case under code 51?

[Chart](#) - Code 51 Correct and Incorrect Case Closure Scenarios

[18.045 Closure Code 52 - The Nonassistance, Non-Medicaid CP Will Not Cooperate or the Initiating Jurisdiction Will Not Cooperate by Sending Essential Information and DCS Cannot Proceed With the Next Step](#) [New Section](#)

When would I begin to close a case under closure code 52?

What do I do when the CP does not cooperate?

When is it not appropriate to close the CP's case for noncooperation?

What if the IJ will not send essential information?

[Chart](#) - Code 52 Correct and Incorrect Case Closure Scenarios

[18.050 Closing a Spousal Support Only Case](#) [New Section](#)

When do I close a spousal support only (SSO) case?

Which case closure code do I use to close a SSO case?

How do I notify the parties when closing the SSO case?

18.055 Situations When Closure Notification is Not Required New Section

Do I send a Full Collection Services Closure Letter, DSHS 18-370, when DCS opened the case for locate-only services?

When the CSO grants good cause level A or the prosecutor returns the case to DCS because it is not in the best interest of the child to pursue paternity, do I notify the parties?

When DCS opened the case in error, do I send a notification?

Do I send notification if DCS opened the case for administrative purposes only?

If DCS opened the case for Federal Case Registry purposes only is notification required?

Do I send a notice if DCS opened the case for Automated Enforcement of Interstate Case (AEI)?

When I close a foster care case, do I send notification?

Do I notify the parties when I close a paternity subro or medical subro case?

18.060 When Case Closure Notification is Required New Section

How do I notify the parties of the termination of services?

What forms do I send when DCS will continue to enforce some part of the obligation but is ending or suspending collection of current support?

What forms do I send to notify of full case closure?

Where can I find information on when not to notify parties of case closure?

When current support will end this month, can I send the Full Collection Services Closure Letter, DSHS 18-370?

What if the CP objects to case closure?

When do I close a case on SEMS?

How do I use automated case closure on SEMS?

How do I manually close a case on SEMS when I do not want SEMS to automatically close the case?

18.065 Releasing Collection Actions When Closing a Case New Section

How do I know what collection actions to release?

What collection actions do I release if I am closing a case and the NCP has other open cases?

When I close a case and the NCP has no other open cases, what actions do I take?

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Chapter 18: Case Closure

Section 18.000: Identifying a Case for Closure New Section

This section lists general case closure information.

Contents

Laws	<p>45 CFR 303.3 Diligent efforts to locate</p> <p>45 CFR 303.11 Federal case closure criteria</p> <p>45 CFR 308.2 (a) Federal compliance criteria - case closure</p> <p>WAC 388-14A-2080 State case closure criteria</p> <p>WAC 388-14A-2085 Circumstances to deny closure request</p> <p>WAC 388-14A-2090 Case closure notice</p>
Policy	<p>You may close a case if it fully meets one of the federal case closure criteria.</p> <p>For case closure purposes, "case" means all IV-D cases where the noncustodial parent (NCP) has a support obligation for children from the same family unit.</p> <p>You cannot close a case when there is collection potential even if the case meets closure criteria, unless an initiating jurisdiction (IJ) or nonassistance non-Medicaid custodial parent (CP) requests case closure.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Procedure	<p>Look at all case closure reason codes when closing a case. If the case fully meets the criteria for a specific code, close the case under that code.</p> <p>If a case meets case closure criteria, do not close the case until you have sent notice to all necessary parties and met all time frame requirements.</p> <p>If you receive a request to terminate nonassistance services, continue to enforce any debt the NCP owes to Washington State on the case.</p> <p>If you receive a request to terminate nonassistance services and the children receive medical assistance, continue medical enforcement only (MEO) unless the Community Services Office (CSO) granted good cause level A.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes</p> <p>Chart - Automated Universal Data Form (AUD): When to Delete and When to Change Reports</p>
Automated Actions	
SEMS Screens	BC , CC , IA for loss of contact.
Forms Used	09-888 , 18-228 , 18-370 , 18-474 , 18-479
Hearing and Conference Board Rights	Only the person who applied for services has the right to contest a closure notice.

<p>Personal Notes [Add a note]</p>	<p>You have not added any notes to this handbook section.</p>
<p>See Also</p>	<p>5.010 Responding to Types of Good Cause 6.180 Determining When Not to Enforce Current Support 9.060 Order-Related Limitations 18.060 When Case Closure Notification is Required 18.065 Releasing Collection Actions When Closing a Case 19.010 Suspending the Enforcement of Current Support 19.045 Crediting SSA, L&I or Self-insurer Dependent Benefits Case Closure Desk Guide - Federal Self-Assessment Review PIQ-04-01 Processing Cases with Foreign Reciprocating Countries PIQ-03-09 Case Closure of Child-Only Medicaid Cases. PIQ-00-02 Interstate Case Closure When Custodial Parent Location is Unknown. Action Transmittal 99-04 Case Closure Criteria Final Rule, 45 CFR Part 303 Action Transmittal 98-030 Interstate Child Support Enforcement Case Processing and the Uniform Interstate Family Support Act (UIFSA) (See - Application for Services)</p>

Procedures

1. When do I begin to close a case?

1. Begin case closure when the case **fully** meets the criteria for one of the closure codes in the [Case Closure Criteria and Codes](#) chart.
2. Do **not** close a case when the case is receiving payments or there is collection potential.

Exception: Close the case if the nonassistance non-Medicaid custodial parent (CP) or initiating jurisdiction (IJ) requests case closure.

2. Where can I find information about which notification to send and what collection actions to release when I close the case?

1. See Section [18.060](#) for which notification to send to the custodial parent (CP) and to the noncustodial parent (NCP).
2. See Section [18.065](#) for releasing collection actions when closing the case.

3. Can I close a case when both parties move out of state?

- o No. Do **not** close the case **only** because both parties move out of state. See Section [17.035 E. 1. a.](#), for where the case belongs.

4. Where can I find information about closing a case where the situation rarely occurs?

1. When a private collection agency on a nonassistance case is collecting and sending payments directly to the CP and is **not** sending payments through the Washington State Support Registry (WSSR), see Section [18.005 Q](#).
2. When the child leaves the CP's household to live with the NCP, see Section [18.005 F](#).
3. When the CP or the NCP returns the **Response to New Support Order**, DSHS [09-888](#), to stop full enforcement services, and the other party did not request services. See Section [18.005 K](#).
4. When the NCP and the CP reconcile, see Section [18.035](#).
5. When the nonassistance CP will not forward payments to DCS that are received from the NCP, see Section [18.045 A](#).
6. When DCS provided locate-only services, see Section [18.055 A](#).
7. When the case was opened in error, see Section [18.055](#).
8. When the case was opened for administrative purposes only, see Section [18.055 C](#).
9. When the case was opened as a Federal Case Registry (FCR) case, see Section [18.055 E](#).
10. When the case was opened as Automated Administrative Enforcement of Interstate Case (AEI), see Section [18.055 F](#).

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Chapter 18: Case Closure

Section 18.005: Closure Code 41 - Closing a Case When There is No Longer a Current Support Order and Arrears are Less Than \$500, or the Order is Unenforceable New Section

This section describes when and how to close a case under closure code 41.

Contents

Laws	45 CFR 303.11 (b)(1) Federal case closure criteria WAC 388-14A-2080 (1) State case closure criteria WAC 388-4A-2090 Case closure notice
Policy	<p>You may close a case under code 41 if:</p> <ul style="list-style-type: none"> • Current support has ended under the order or current support is suspended, and • Arrears are less than \$500, or the order is not enforceable under state law, and • There is no reasonable expectation that the noncustodial parent (NCP) has the ability to pay support. <p>For case closure purposes, "case" means all IV-D cases where the NCP has a support obligation for children from the same family unit.</p> <p>Do not close a case if there is collection potential unless the request to close the case is from an initiating jurisdiction (IJ) or a nonassistance non-Medicaid custodial parent (CP).</p>
Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p> <p>If Temporary Assistance for Needy Families (TANF) or Medicaid remains open, do not close a case under reason code 41.</p>
Visual Aids	Chart - Case Closure Criteria and Codes Chart - Examples of a "Case" for Closure Under Code 41 Chart - Code 41 Correct and Incorrect Case Closure Scenarios
Automated Actions	
SEMS Screens	BC , CC
Forms Used	09-888 , 18-370 , 18-474 , 18-479

Hearing and Conference Board Rights	The CP has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	6.070 Establishing Support Administratively 18.060 When Case Closure Notification is Required 18.065 Releasing Collection Actions When Closing a Case 19.010 Suspending the Enforcement of Current Support 19.045 Crediting SSA, L&I, or Self-insurer Dependent Benefits

Procedures

1. When would I begin to close a case under closure code 41?

1. When the noncustodial parent (NCP) pays a debt in full **and** the child is **not** entitled to any other services, such as postsecondary support or medical enforcement, begin case closure.
2. When current support and arrears on the case are **not** enforceable under state law, begin case closure.

Example: The debt is lost to the statute of limitations (SOL) or a conference board writes off the debt.

3. When the NCP owes **no** current support, and **all** of the following conditions apply, begin case closure:
 1. Arrears on **all** cases where the NCP has a support obligation for children from the same family unit are less than \$500.
 2. The Division of Child Support (DCS) is not receiving payments.
 3. DCS has determined there is **no** reasonable expectation that the NCP has the ability to pay support.

Example: The NCP owes Washington State \$300. The NCP has no attachable income but sends DCS \$25 every couple of months. You **cannot** close the case because the NCP is demonstrating the ability to pay support even though the debt is less than \$500.

Note: See [Chart: Examples of a "Case" for Closure - Code 41](#) for examples of how to determine if the debt is less than \$500 arrears for the family unit.

2. What is a "case" for closure purposes?

1. For case closure purposes, "case" means **all** IV-D cases where the NCP has a support obligation for children from the same family unit.

Note: Paternity subro and medical subro cases are judgments owed to the state as part of establishing paternity, **and** are therefore part of the child support obligation. You **must** include these debts in the \$500 case closure criteria.

2. See [Chart: Examples of a "Case" for Closure - Code 41](#) for examples of case scenarios for closing a "case" when **no** current support is due and the arrears are less than \$500.

3. What should I do if the NCP has paid the child support debt in full but still owes a receivable?

- o Make every effort to clear the receivable prior to closing the case.

Note: DCS is developing a Canary Notice as a new Cash Chapter that will address this situation. *When we finalize the Cash CN, we will add the section and hyperlink.*

4. How do I close a case if the payee dies?

1. If the custodial parent (CP) dies and is the payee on the order, close the nonassistance portion of the case, using code **41**.

Note: If someone asks you to collect arrears owed the deceased payee, see Section [6.180 B. 1](#).

2. If the NCP owes a debt to Washington State, continue to collect this debt.
3. See Section [6.180](#) to establish an administrative order, if appropriate.

5. Do I close a case if a child stops meeting postsecondary educational requirements?

1. No. See Section [6.065 E](#) to suspend support when the child is not meeting the educational requirements
2. You may begin closure **only** if the child is **not** expected to return to school.
3. If the child is not expected to return to school, see Section [18.060](#) for notification requirements.

6. Under what conditions do I close a case when the child is out of the home?

- o You may begin closure when the NCP owes **no** arrears **and** the child is out of the home because:
 1. The child has been incarcerated for more than ninety (90) days. See Section [19.010 A](#).
 2. A Temporary Assistance for Needy Families (TANF) child left the CP's home for extended visitation **and** the child is removed from the grant, **and** ninety (90) days have passed since the child left.
 3. The child moves from the CP's home **or** foster care.

7. When do I close a medical enforcement only (MEO) case?

1. Begin case closure when:
 1. The child on a MEO case stops receiving Medicaid, **and**
 2. The CP sends a **written** request for closure.

3. See Section [14.000 E](#) for information on when Medicaid stops.

2. See Section [18.060](#) for notification requirements.

8. If the court enters an order that terminates the NCP's parental rights, when do I close the case?

- Begin closure when the court enters a Termination of Parental Rights (TPR) order prior to an adoption decree or guardianship **and** the NCP owes **no** arrears on the case. See Section [4.015 C](#).

9. When do I close a case because dependent benefits completely offset support?

- Begin case closure if:
 1. The Social Security Administration (SSA) or the Department of Labor and Industries (L&I) child support credit paid **all** arrears. **And**
 2. The benefits will continue to offset **all** current **and** future support. See Section [19.045 A. 4](#).

10. What do I do if there is a zero order and medical insurance is not available?

1. Begin case closure if:
 1. The NCP does **not** owe current support or a support debt, **and**
 2. You have verified that medical insurance is **not** available.

Note: Document this information to case comments.

2. If medical insurance is available, enforce the case as Medical Enforcement Only (MEO).

11. [If I receive](#) a new order that appears to make support payable directly to the custodial parent, can I close the case?

1. You may begin case closure under code 41 if **all** the following are true:
 1. The order clearly tells the NCP to pay support directly to the CP or other non IV-D party.
 2. Nothing in the order signifies DCS or Washington State Support Registry (WSSR) involvement.
 3. NCP does **not** owe a debt to Washington State.
 4. Child does **not** receive public assistance or Medicaid.
 - Check the Automated Client Eligibility System ([ACES](#)) to make sure the children are not receiving public assistance or Medicaid before closing the case.
 5. See Section [9.060 A. 7](#) for order-related limitations.
2. Do not begin case closure if the child receives public assistance.
 1. Consult your lead worker or Claims Officer to determine if:

1. You need to refer the case to the Prosecutor's office to vacate the order, **or**
 2. You need to serve a **Notice of Support Debt and Demand for Payment**, DSHS [09-272](#), or **Notice of Support Owed**, DSHS [09-711](#).
 3. See Section [6.010](#) to determine if the order is enforceable or if you need to serve the NCP.
3. If the order is unclear and you cannot tell if the parties want to continue services, see [9.060 A. 7 b](#).
 4. If one of the parties returns the **Response to New Support Order**, DSHS [09-888](#), to stop full enforcement services **and** the other party did **not** request services, convert the case to Payment Services Only (PSO).
 - See Section [2.050](#) to convert the case.

12. Is it appropriate to close a case without establishing an order?

1. In most cases, you **must** establish an order before the case meets closure criteria.
2. You **cannot** close a case under code **41** until you establish an order. The case does **not** meet closure criteria without an order.
3. Under code 41, you **must** establish an order even if no current support is owed and the debt would be less than \$500.
 - See Section [6.080 G](#) for when to serve a notice with a zero order.
4. There are some cases where you do **not** need to establish an order before closing the case under code **41**.
 1. You do **not** need to establish a support order for foster children when:
 1. A foster care (FC) placement is less than sixty (60) days and you determine it is not cost effective. See Section [4.010](#).
 2. Adoptive parents are receiving adoption support services for their adopted child in FC **and** [Children's Administration](#) has determined good cause on the placement. See Section [4.010](#).
 2. The child turned 18 before DCS could establish an order. See [PCM 06-002 E](#).

Note: If you have a case that does not fit any of the above situations and you think DCS should close the case without establishing an order, contact [DCSPolicy](#).

13. When another state has legal impediments to establish an order, can I close the case?

1. If you verified that the responding state is unable to take action because of their laws **and** DCS has no personal jurisdiction to establish an order using long-arm jurisdiction, begin case closure. See Section [15.005](#).
 1. Document the lack of remedy on the case comment (CC) screen, **and**
 2. Close the case using code **41**.

Note: This is an exception to the general rule that you need to obtain an order, even if it is a zero

order, before closing a case.

14. **Do I need to send a closure notification when I close under reason 41?**

1. Yes. Closure notification is required.
2. See Section [18.060](#) for notification requirements.

15. **When can I close a paternity subro or a medical subro case?**

1. You can close a paternity subro case or a medical subro case if:
 1. The NCP owes **no** current support **and** arrears on all cases where the NCP has a support obligation for children from the same family unit are less than \$500.00 **and** there is no potential for collection.
 2. The NCP pays all arrears in full, including the paternity subro case and medical subro case in full. **Or,**
 3. A conference board writes off the debt.
2. Closure notification is **not** required when closing a case that was established as a paternity subrogated debt or medical subrogated debt only.
 1. You must send a **Full Collection Services Closure Letter**, DSHS [18-370](#), on the case with current support.
 2. See Section [18.060](#) for notification requirements when closing a full collection case.

16. **When can I close a foster care case?**

1. When the case meets the criteria for closure under code **41** **and** there is **no** potential for collection.
2. Closure notification is **not** required when closing a foster care case.

17. **What if a private collection agency does not send payments to WSSR?**

1. DCS may close a nonassistance non-Medicaid case using closure code **41** when the private collection agency is collecting and sending payments directly to the CP and is **not** sending payments through the Washington State Support Registry (WSSR).
2. See Section [18.060](#) for notification requirements.

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Chapter 18: Case Closure

Section 18.010: Closure Code 43 - The NCP Dies and has No Attachable Assets or Estate **New Section**

This section describes when and how to close a case under closure code 43.

Contents

Laws	45 CFR 303.11(b)(2) Federal case closure criteria WAC 388-14A-2080 (2) State case closure criteria WAC 388-14A-2090 Case closure notice
Policy	When a noncustodial parent (NCP) dies and you verified the NCP has no attachable assets or estate, close the case.
Procedure	<p>Before you begin closure, verify if the NCP has an estate or if there are attachable assets.</p> <p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the custodial parent (CP) requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	Chart - Case Closure Criteria and Codes Chart - Code 43 Correct and Incorrect Case Closure Scenarios
Automated Actions	
SEMS Screens	BC , CC
Forms Used	18-370
Hearing and Conference Board Rights	CP has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	10.155 Filing Estate Claims 18.015 C Father dies prior to the entry of a paternity order 18.060 When Case Closure Notification is Required 18.065 Releasing Collection Actions When Closing a Case

Procedures

1. How do I verify it is correct to close a case under closure code 43?

1. Verify the noncustodial parent's (NCP's) death by:

1. Reviewing a death certificate, or
 2. Verifying the death in the [Washington State Department of Health \(DOH\)](#).
2. Verify that the NCP has **no** assets or estate from which DCS can collect.
- See Section [10.155](#) to collect from an estate.

2. Do I need to send a closure notification when I close under reason 43?

1. Yes. Closure notification is **required**.

Note: You **must** change the NCP's name on the **IA** screen to read "Estate of NCP". Use NCP's full name.

2. Send the **Full Collection Services Closure Letter**, DSHS [18-370A](#), and wait 60 days. See Section [18.060](#).

Note: If someone calls and asks why we sent this form, explain that DCS is notifying the NCP's survivors that we are closing our case.

3. See Section [18.065](#) to release all collection actions.

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Chapter 18: Case Closure

Section 18.015: Closure Codes 55 to 58 - Unable to Establish Paternity **New Section**

This section describes when and how to close a case under closure codes 55, 56, 57, and 58.

Contents

Laws	<p>45 CFR 303.3 Diligent efforts to locate 45 CFR 303.11 (b)(3) Federal case closure criteria 45 CFR 308.2 (a) Federal compliance criteria - case closure WAC 388-14A-2080 (9) State case closure criteria WAC 388-14A-2090 Case closure notice</p>
Policy	<p>The Division of Child Support (DCS) begins case closure when we cannot establish paternity for any of the following reasons:</p> <ul style="list-style-type: none"> • Child turned 18 and DCS is not authorized by law to establish a support order for a child over 18. • The alleged father is excluded. • It is not in the child's best interest. • An adoption is pending. • The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one custodial parent (CP) interview by the Prosecutor. <p>DCS cannot close a case under codes 55 through 58 because:</p> <ul style="list-style-type: none"> • The CP on a Temporary Assistance for Needy Families (TANF) or Medicaid case does not cooperate in the establishment of paternity. • The child is in foster care and the mother cannot be located or will not cooperate to establish paternity. <p>DCS does not close a case if the prosecutor is working the case to establish paternity and a support order for a child 18 or over.</p> <p>DCS notifies an alleged father of case closure only if:</p> <ul style="list-style-type: none"> • The father applied for DCS services, or • DCS or the prosecutor contacted the father about the pending paternity action. <p>DCS does not notify either party if closing a case in the best interests of the child because of incest, rape, or adoption.</p>

Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the prosecutor's office has interviewed the CP and they have determined that the father is not known and transfers the case to DCS, you may close the case without waiting one year.</p> <p>When the prosecutor's office has the case for paternity establishment and a TANF or Medicaid CP will not cooperate to establish paternity, the prosecutor may take noncooperation actions or ask DCS to take the actions.</p> <p>If the prosecutor concludes there are no other named or identified alleged fathers and transfers the paternity case to DCS, you may close the case.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes Chart - Codes 55 to 58 Correct and Incorrect Case Closure Scenarios</p>
Automated Actions	
SEMS Screens	<p>BC, CC</p>
Forms Used	<p>18-370</p>
Hearing and Conference Board Rights	<p>The CP has hearing rights to contest case closure.</p>
Personal Notes [Add a note]	<p>You have not added any notes to this handbook section.</p>
See Also	<p>18.060 When Case Closure Notification is Required PCM 06-002 2005 Changes to Chapter 388-14A WAC Regarding the Content and Duration of Administrative Child Support Orders</p>

Procedures

1. **When would I begin to close a case under closure codes 55 to 58 because paternity cannot established?**

- o Begin case closure actions under closure codes 55, 56, 57, and 58 when:
 1. Child turned 18 **and** action to establish paternity is barred by law.
 1. Use closure code **55**.
 2. Do **not** close the case if the prosecutor's office is working the case to establish paternity **and** a support order for a child 18 or older.

Note: The prosecutor's office and the court are allowed to establish paternity and a support obligation in a court order for a child 18 or over depending on the facts of the case.

2. The alleged father is excluded or deceased **and** no other alleged father can be identified.
 - Use closure code **56**.
3. It would not be in the best interests of the child to establish paternity in a case:
 1. Involving incest or forcible rape, **or**
 2. Where legal proceedings for adoption are pending.
 3. Use closure code **57**.
4. The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one interview by the prosecutor's office with the custodial parent (CP).
 - Use closure code **58**.

Note: You **must** keep the case open if the CP on a Temporary Assistance for Needy Families (TANF) or Medicaid case does **not** cooperate in the establishment of paternity, even if the Community Services Office (CSO) has reduced the grant due to CP noncooperation.

2. **What do I do if the Community Services Office grants good cause level B?**

1. You may begin closure if the prosecutor returns the case to DCS because:
 1. The CSO granted [good cause level B](#), **and**
 2. The Prosecutor needs the CP's cooperation to establish paternity.
 3. See Section [3.065 C 3](#) for when the prosecutor returns a case to DCS.
2. If you have not referred the case to the Prosecutor for paternity establishment, begin case closure.
3. Use closure code **57**.

3. **When do I close a case because the father dies prior to the entry of a paternity order?**

- You may begin closure if the prosecutor or Assistant Attorney General (AAG) returns the case to DCS because:
 1. The alleged father dies prior to entry of a paternity order, and
 2. They cannot establish paternity, and
 3. No other possible fathers exist, you may begin case closure. See Section [3.065 C 6](#).
 4. Use closure code **56**.

4. **When do I notify the NCP of case closure under codes 55 to 58?**

1. If DCS notified the NCP when we opened the case, send the **Full Collection Services Closure Letter**, DSHS [18-370A](#).
2. Do **not** send a closure notice if you are closing the case because:

1. It is **not** in the best interest of the child to establish paternity in a case involving incest or forcible rape, **or**
2. Legal proceedings for adoption are pending.
3. See Section [18.060](#) for full case closure notification requirements.

Revised September 8, 2006

[DCS Home](#) [Director](#) [Field Ops Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
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Chapter 18: Case Closure

Section 18.020: Closure Code 45 - Unable to Locate NCP **New Section**

This section describes when and how to close a case under closure code 45.

Contents

Laws	45 CFR 303.3 Diligent efforts to locate 45 CFR 303.11 (b)(4) Federal case closure criteria 45 CFR 308.2 Federal compliance criteria WAC 388-14A-2080 (5) and (6) State case closure criteria WAC 388-14A-2090 Case closure notice
Policy	<p>You may begin case closure if the Division of Child Support (DCS) is unable to locate the noncustodial parent (NCP):</p> <ul style="list-style-type: none"> • After three (3) years of diligent locate efforts using multiple sources when we have sufficient information to initiate an automated locate effort. Or • After one (1) year of diligent manual locate efforts and we do not know the NCP's name and social security number (SSN) or the NCP's name and date of birth (DOB) to initiate automated locate.
Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the custodial parent (CP) requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	Chart - Case Closure Criteria and Codes Chart - Code 45 Correct and Incorrect Case Closure Scenarios
Automated Actions	
SEMS Screens	BC , CC , IA
Forms Used	09-943 , 18-001 , 18-360 , 18-370
Hearing and Conference Board Rights	The CP has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case 20.020 Sources for Locating a Person

Procedures

1. When would I begin to close a case under closure code 45?

- You may begin case closure if the Division of Child Support (DCS) is unable to locate the noncustodial parent (NCP):
 1. After three (3) years of diligent locate efforts using multiple sources when we have sufficient information to initiate automated locate effort. See Section [20.005](#) for locate tools.
 2. After one (1) year of diligent manual locate efforts when we do **not** know the NCP's name and social security number (SSN) **or** the NCP's name and date of birth (DOB) to initiate automated locate efforts. See [Locate Resource Matrix](#) for a list of locate resources.

2. When do I not close a case under closure code 45?

- You **cannot** close the case under code **45** if you have:
 1. An NCP address that was current in the last three years.
 2. Located assets for the NCP but do **not** have an address for the NCP.

3. What are diligent locate efforts for closing a case under code 45?

1. Diligent efforts include automated and manual locate efforts when DCS has the NCP's name and SSN **or** the NCP's name and DOB.
 1. See Section [20.000](#) for requirements to locate.
 2. See Section [20.005](#) for sources to locate.
 3. See Section [20.010](#) for automated locate sources.
2. You should use as many locate sources as possible to locate the NCP, NCP's name, SSN, DOB, and assets, using the tools provided in [Chapter 20](#).
3. At a minimum, manual efforts include but are **not** limited to:
 1. Contacting the custodial parent (CP) at least once by letter or through a **Locate Inquiry Letter to Custodial Parent**, DSHS [18-001](#).

Exception: Do **not** contact the custodial parent (CP) if the case is in good cause level B status.
 2. Verifying an address with the U.S. Postal Service through a **Postmaster Letter**, DSHS [18-360](#).
 3. Performing and documenting a credit bureau check within seventy-five (75) days that locate became necessary. See Section [20.030](#).
 4. See [Locate Resource Matrix](#) for more locate resources.
 5. If the NCP lives in another state or country, see Section [20.020 B and C](#) for locate efforts to determine if the case meets closure under code 45.
 6. See Section [20.025](#) for locating assets.

4. **Do I need to send a closure notification when I close a case under reason 45?**

- o Yes. See Section [18.060](#) for full notification requirements and which notice to send.

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[DCS Home](#) [Director](#) [Field Ops](#) [Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
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Chapter 18: Case Closure

Section 18.025: Closure Code 46 - NCP Cannot Pay During the Minority of Child Because the NCP is Incarcerated, Institutionalized in a Psychiatric Facility, or Totally and Permanently Disabled and NCP has No Attachable Assets **New Section**

This section describes when and how to close a case under closure code 46.

Contents

Laws	<p>45 CFR 303.11 (b)(5) Federal case closure criteria WAC 388-14A-2080 (3) State case closure criteria WAC 388-14A-2090 Case closure notice</p>
Policy	<p>You may close a case if the noncustodial parent (NCP) cannot pay support during the minority of the child because the NCP is:</p> <ul style="list-style-type: none"> • Incarcerated, institutionalized in psychiatric facility, or totally and permanently disabled. And • The NCP has no attachable assets or no evidence of support potential. <p>You may close a case if the Division of Child Support receives verification of total and permanent disability from:</p> <ul style="list-style-type: none"> • A licensed health professional who has treated the NCP, or • The Social Security Administration (SSA) who has evaluated the NCP's disability based on medical evidence and the NCP's medical record. <p style="text-align: center;">And</p> <ul style="list-style-type: none"> • The NCP has no attachable assets or no evidence of support potential.
Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the custodial parent (CP) requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes Chart - Code 46 Correct and Incorrect Case Closure Scenarios</p>
Automated Actions	
SEMS Screens	<p>BC, CC,</p>
Forms Used	<p>09-980, 18-370, 18-642</p>

Hearing and Conference Board Rights	The person who applied for services has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	10.030 Withholding from Social Security Administration 10.075 Collecting from an Incarcerated NCP 18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case 20.025 Sources for Locating Assets DSHS Administrative Policy 5.03 Client Rights Relating to Protected Health Information

Procedures

1. When would I begin to close a case under closure code 46?

- o You may begin case closure if:
 1. The noncustodial parent (NCP) **cannot** pay support **during** the minority of the child because he or she is:
 1. Incarcerated with **no** chance for parole,
 2. Institutionalized in a psychiatric facility, **or**
 3. Totally and permanently disabled; **and**
 2. NCP has **no** attachable assets or **no** evidence of support potential.

2. Do I establish an order before closing a case under code 46?

- o Yes. Do **not** close a case under closure code 46 if you can establish an administrative order, even if the NCP meets the criteria in **A** above. See Section [6.080](#) to establish an order.

3. When do I close case because the NCP is incarcerated?

1. You may close the case after you verified that:
 1. The incarcerated NCP's earliest release date is beyond the youngest child's minority, **and**
 2. The NCP has **no** attachable assets or **no** evidence of support potential. See Section [10.075](#) for collecting from an incarcerated NCP.

Note: In the Washington State Department of Corrections (DOC) Felony Offender Reporting System (FORS) the "Latest Projected Release Date" is the DOC's latest information on the NCP's projected release date.

2. Even if the NCP will be incarcerated until after the minority of the youngest child, you **cannot** close the case if the NCP has attachable assets or evidence of support potential.

3. If the NCP is incarcerated out of state, use the [PRISM](#) locate link for more information on other states' correctional institutions.

4. When can I close the case if the NCP is institutionalized?

- You may begin closure if you verified that the NCP is institutionalized in a psychiatric facility and cannot pay support:
 1. **During** the minority of the child, **and**
 2. Has **no** attachable income or assets or **no** evidence of support potential.

5. When can I close the case if the NCP is totally and permanently disabled?

- You may begin closure if you verified that the NCP is totally and permanently disabled and cannot pay support:
 1. **During** the child's minority, **and**
 2. Has a medically-verified total and permanent disability, **and**
 3. Has **no** attachable income or assets or **no** evidence of support potential.

6. What is the definition of "total disability" for case closure?

1. DCS uses the Social Security Administration (SSA) definition of total disability.
2. SSA defines disability as: The inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment(s) which can be expected to:
 1. Result in death, **or**
 2. Has lasted **or** can be expected to last for a continuous period of **not** less than twelve (12) months.

7. What forms can I use to verify the NCP's disability status?

1. If the NCP meets the SSA definition of total disability **and** you believe the NCP has been disabled for at least twelve (12) continuous months, you may:
 1. Send the **Verification of Total and Permanent Disability**, DSHS [09-980](#), to the NCP to ask the NCP to provide verification. Or,
 2. Send the **Verification of Disability Status**, DSHS [18-642](#), to your local SSA office, if the NCP is receiving SSA or SSI.

Note: Do **not** close the case if the NCP is receiving supplemental security income (SSI) pending the authorization of attachable SSA disability payments.

2. If the NCP receives attachable SSA benefits, you must keep the case open and initiate collection. See Section [10.030](#).
3. If the NCP provides verification of total and permanent disability, see **H.** below for acceptable medical verification.

8. What can I accept as medical verification of total and permanent disability for case closure purposes?

1. You may accept medical verification from **any** of the following health professionals who have treated the NCP:

1. Licensed medical providers, physicians, psychiatrists, podiatrists, **or** medical specialists.
2. Licensed or certified psychologists.
3. Hospitals, clinics, or other health facilities, such as a veteran's hospital where the NCP has been treated for the disability, if a licensed health professional or physician signs the verification.

Note: Verification of disability from the Department of Veterans Affairs (VA) is **not** sufficient verification that the NCP is totally and permanently disabled. VA standards for determining the degree of disability differ significantly from SSA's.

2. If the NCP receives **only** SSI disability benefits, you may accept:

1. A statement signed **and** dated by an SSA representative that states the NCP is **both** totally and permanently disabled. Or,
2. Verification from a medical provider as stated in **3** below.

3. If the NCP provides verification from a medical provider, the verification **must**:

1. Contain a statement completed by the medical provider declaring that:
 1. The medical provider is a licensed medical provider treating the NCP, **and**
 2. Based on the legal definition of disability provided by DCS, the medical provider verifies that the NCP is totally disabled, **and**
 3. The disability is permanent without the potential for gainful employment in the future.
2. Be dated **and** signed by the licensed medical provider.
3. Provide the date a medical provider determined the disability was permanent.
4. Provide the medical provider's specialty and title, if applicable.

Note: The provider's specialty should relate to the NCP's type of disability (if known).

5. Provide the medical provider's business address and telephone number.

Note: You may accept letterhead identifying the source unless you have reason to question its validity.

4. A copy of the DSHS [09-980](#) containing the signed **Authorization to Release Information**, should accompany the medical provider's statement.

1. The authorization allows you to contact the provider to validate or confirm the verifying statement.

Note: If the NCP does **not** provide the authorization, you cannot contact the medical provider.

2. The NCP is **not** required to sign the **Declaration of No Income or Assets** on the DSHS [09-980](#), but it is an additional assurance that no unknown assets exist.

9. **Do I need to send a closure notification when I close under reason 46?**

1. Yes. See Section [18.060](#) for full case closure notification requirements and when you can close the case.
2. See Section [18.065](#) for information about releasing collection actions when closing a case.

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[DCS Home](#) [Director](#) [Field Ops](#) [Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
[Communications](#) [/CRU](#) [Training](#) [Personnel](#) [Tribal Facilities](#)
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Chapter 18: Case Closure

Section 18.030: Closure Code 47 - NCP is a Citizen of and Lives in a Foreign Country, DCS has No Reciprocity in That Country, and the NCP has No Attachable Assets New Section

This section describes when and how to close a case under closure code 47.

Contents

Laws	45 CFR 303.3 Diligent efforts to locate 45 CFR 303.11(b)(6) Federal case closure criteria WAC 388-14A-2080 (13) State case closure criteria WAC 388-14A-2090 Case closure notice
Policy	<p>You may close a case under closure code 47 when a noncustodial parent (NCP):</p> <ul style="list-style-type: none"> • Is a citizen of and lives in a foreign country, • Does not work for the Federal government or a company with headquarters or offices in the United States, and • Has no attachable domestic income or assets, and • The Division of Child Support (DCS) has no reciprocity with the country.
Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the custodial parent (CP) requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	Chart - Case Closure Criteria and Codes Chart - Code 47 Correct and Incorrect Case Closure Scenario
Automated Actions	
SEMS Screens	BC , CC , IA
Forms Used	18-370
Hearing and Conference Board Rights	The person who applied for services has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	15.055 Initiating an Interstate Case with a Foreign Country 18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case Office of Child Support Enforcement (OCSE) International Resources Reciprocity List through Everett's Interstate Guide

Procedures

1. When do I begin to close a case under closure code 47?

1. You **must** verify the case meets **all** of the following:

1. The noncustodial parent (NCP) is a citizen of **and** lives in a foreign country.
2. The NCP does **not** work for the Federal government or a company with headquarters or offices in the United States.
3. The NCP has **no** attachable assets.
4. The Division of Child Support (DCS) has **no** [reciprocal agreement](#) with that country.

Note: We **must** obtain written confirmation from a disinterested third party that the NCP lives in the foreign country or from other credible verification.

Example: You contact the NCP's foreign country employer and receive written confirmation that the NCP lives in that country and works for them.

2. If the case meets the above conditions, begin case closure.

Note: If you are not sure if a case meets case closure under code 47 **or** you need assistance, contact [DCS Policy](#).

2. What do I do when the NCP lives in a foreign country and the responding jurisdiction (RJ) will not take any action on the case?

1. If DCS has a reciprocal agreement with the foreign country, you **must** leave the case open unless it meets one of the other case closure criteria.
2. You may contact the [Policy and Litigation Manager](#) for assistance in how to proceed.

3. Do I need to send a closure notification when I close under reason 47?

1. Yes. See Section [18.060](#) for full case closure notification requirements.

Exception: If you have an incomplete NCP address, such as name and city only:

1. Post a case comment (**CC**) that you **cannot** mail the NCP's copy due to an incomplete address, **and**
2. Discard the NCP's copy of the notice.

2. See Section [18.065](#) for information about releasing collection actions when closing a case.

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Chapter 18: Case Closure

Section 18.035: Closure Code 49 - The Nonassistance Non-Medicaid CP or the Initiating Jurisdiction Requests Closure in Writing and the NCP Owes No Washington State Arrears New Section

This section describes when and how to close a case under closure code 49.

Contents

Laws	<p>45 CFR 303.11(b)(8) Federal case closure criteria WAC 388-14A-2000 and 2025 Payment Services Only WAC 388-14A-2080 (4) State case closure criteria WAC 388-14A-2090 Who is mailed notice of DCS's intent to close a case</p>
Policy	<p>You may close the case under code 49 if the nonassistance, non-Medicaid custodial parent (CP) or the initiating jurisdiction (IJ) requests closure in writing and there are no Washington State arrears.</p> <p>Convert the case to Payment Services Only (PSO) when:</p> <ul style="list-style-type: none"> • The CP or noncustodial parent (NCP) who applied for full collection services requests case closure, and • The court order directs the NCP to make child support payments to the Division of Child Support (DCS) or the Washington State Support Registry (WSSR).
Procedure	<p>Begin the case closure process if the nonassistance non-Medicaid CP or the IJ requests closure in writing, and the NCP does not owe Washington State arrears.</p> <p>Review a court order to determine if PSO is appropriate.</p> <p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p> <p>Convert only court orders to PSO. Administrative orders do not qualify for PSO.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes Chart - Code 49 Correct and Incorrect Case Closure Scenarios</p>
Automated Actions	<p>The Support Enforcement Management System (SEMS) automatically closes PSO cases when DCS has not received a payment for six months. SEMS uses closure code 49.</p>
SEMS Screens	<p>BC, CC</p>

Forms Used	18-370 , 18-474 , 18-571
Hearing and Conference Board Rights	The CP has twenty (20) days to request a timely hearing to contest the transfer of the case to PSO.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	2.050 Setting up and Converting PSO Cases 15.070 Responding to Another State's Request to Enforce 18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case

Procedures

1. When would I begin to close a case under closure code 49?

- o You may begin closure under code 49 when:
 1. The nonassistance non-Medicaid custodial parent (CP) requests closure in writing **and** the noncustodial parent (NCP) does **not** owe a debt to Washington State.
 2. The initiating jurisdiction (IJ) requests closure in writing.

2. Do I convert a case to Payment Services Only (PSO) when the nonassistance non-Medicaid CP requests closure?

1. **Only** convert a case to PSO when:
 1. The CP is the party who requested full collection services, **and**
 2. The **court order** directs the NCP to make payments to the Division of Child Support (DCS) or the Washington State Support Registry (WSSR).
2. If the case meets both of the above (a. and b.), see Section [2.050 E. 3](#) to convert the case to PSO.
3. If the NCP owes a debt to Washington State or the child receives Medicaid follow the procedures in Section [2.050 E.](#)
4. Send the **Full Collection Services Closure Letter**, DSHS [18-370B](#), to the CP.

Note: You do **not** have to wait sixty (60) days to convert the case to PSO.

5. Send the **Responsible Parent Payment Services Only Transition Letter**, DSHS [18-474](#), to the NCP.

3. What do I do when the CP requests closure and the order is not WSSR?

1. If the order does **not** order the NCP to send payments to WSSR, you may begin case closure.
2. After you send notification to both parties, close the case immediately using code **49**.
 - See Section [18.060](#) for which closure notifications to send.

4. What if the CP wants DCS to continue to collect only his or her arrears when current support is still owed and the child still lives with the CP?

- The Division of Child Support (DCS) either collects both current support and nonassistance arrears or DCS closes the case.

5. What do I do if the IJ requests closure?

1. If we are the responding jurisdiction (RJ) and the IJ requests closure, send the IJ notice you are closing the case. Send **either**:
 1. A **Child Support Enforcement Transmittal #2**, DSHS [18-571](#) or
 2. A Child Support Enforcement Network (CSENet) message.
2. Send both the NCP and CP a **Full Collection Services Closure Letter**, DSHS [18-370](#).
 - Send the CP's copy by regular mail in care of the IJ.
3. After you notify the IJ, close the case immediately using code **49**.

6. What should I do if DCS is the responding state and the NCP moves out of state?

1. If we are the responding state and you locate the NCP living outside of Washington State **and** you **cannot** take collection action, such as direct withholding:
 1. Notify the IJ **and** request that they authorize DCS to close the case.
 1. Send the IJ a DSHS [18-571](#) or a CSENet message.
 2. Request permission to close.
 2. If the IJ gives DCS permission to close its interstate case, send a **Full Collection Services Closure Letter**, DSHS [18-370](#).
 - Send the CP's copy by regular mail in care of the IJ.
 3. After you notify the IJ, close the case immediately using closure code **49**.

Note: If you receive **no** response from the IJ after 60 days, send a second DSHS 18-571 and inform the IJ you are closing the case.

7. Can I close the case when I find the CP and NCP are reconciled?

1. It depends on the case circumstances.
2. If Temporary Assistance for Needy Families (TANF) or Medicaid is open and the NCP is not on the grant with the CP and child:
 1. Do **not** close the case.
 2. Notify the CSO.
3. If the NCP is on assistance with the CP and child, suspend current support and collect any debt owed

to the State. See Section [19.010](#) to suspend current support.

4. If the CP sent DCS a letter telling us to close the case because the parties are reconciled and the case is nonassistance non-Medicaid, begin closure.
 - If the NCP owes a debt to the State, continue to collect the debt.
5. See Section [19.010](#) to suspend current support.

8. What happens if payments stop in a PSO case?

- When DCS does **not** receive a payment in six (6) months the Support Enforcement Management System (SEMS) automatically closes the case, using code **49**.

Note: If a CP complains because we have not received payments, explain full collection services and offer an application for full collections services. See Section [2.050](#).

Revised September 8, 2006

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Chapter 18: Case Closure

Section 18.040: Closure Code 51 - DCS Has Lost Contact With the Nonassistance Non-Medicaid Custodial Parent New Section

This section describes when and how to close a case under closure code 51.

Contents

Laws	45 CFR 303.11 (b)(10) Federal case closure criteria WAC 388-14A-2080 (7) State case closure criteria WAC 388-14A-2090 Case closure notice
Policy	You may close the case under code 51 if the Division of Child Support (DCS) has been unable to contact the nonassistance non-Medicaid custodial parent (CP) within sixty (60) days, including an attempt of at least one letter sent by first class mail to the CP's last known address.
Procedure	<p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	Chart - Case Closure Criteria and Codes Chart - Code 51 Correct and Incorrect Case Closure Scenarios
Automated Actions	
SEMS Screens	BC , CC , IA for loss of contact.
Forms Used	18-360
Hearing and Conference Board Rights	The CP has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case 20.005 Sources for Locate

Procedures

1. What type of case applies to closure code 51?

- o This code applies **only** to nonassistance non-Medicaid cases.

2. When would I begin to close a case under closure code 51?

1. You may begin closure on nonassistance non-Medicaid cases under code **51** when:

1. The Division of Child Support (DCS) has been unable to contact the custodial parent (CP) within sixty (60) days, including an attempt of at least one letter sent by first class mail to the CP's last known address.

Note: You **cannot** send the case closure notice at the same time you send the first class letter to the CP's last known address.

2. You can use **one** of the following in counting toward the initial 60 days.

1. A first class letter that the prosecutor's office sent to a nonassistance non-Medicaid CP when the letter was returned to DCS or the Prosecutor marked as "undeliverable" or "returned to sender".
2. A child support check that DCS sent to the nonassistance non-Medicaid CP when the U.S. Postmaster returned it marked as "undeliverable" or "returned to sender".

3. See Sections [20.005](#) and [20.020](#) for other locate actions you can try.

2. If the postal service returns the letter to DCS or the Prosecutor as "returned to sender" or "moved left no forwarding address", you **must** wait 60 days before you send a notice of case closure.

3. How do I close the case under code **51**?

1. After you have been unable to locate the CP for the 60 days:

1. Send the parties a notice of case closure, **and**
2. Wait another 60 days before closing the case.

Note: You **must** wait a total of 120 days. The 60-day time frames are independent.

2. See Section [18.060](#) for full case closure notification requirements.

3. See Section [18.065](#) for information about releasing collection actions when closing a case.

Revised September 8, 2006

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Chapter 18: Case Closure

Section 18.045: Closure Code 52 - The Nonassistance Non-Medicaid CP or the Initiating Jurisdiction Will Not Cooperate by Sending Essential Information New Section

This section describes when and how to close a case under closure code 52.

Contents

Laws	<p>45 CFR 303.11 (b)(11) and (b)(12) Federal case closure criteria WAC 388-14A-2080 (8) State case closure criteria WAC 388-14A-2090 Case closure notice</p>
Policy	<p>You may close the case under code 52 if the nonassistance non-Medicaid custodial parent (CP) or the initiating jurisdiction (IJ) will not cooperate with the Division of Child Support (DCS) by sending information essential for DCS to proceed with the next step.</p> <p>If the nonassistance non-Medicaid case has a court order requiring the noncustodial parent (NCP) to make payments to DCS or the Washington State Support Registry (WSSR), convert the case to Payment Services Only (PSO).</p>
Procedure	<p>You may begin the case closure process if the case meets one the following conditions.</p> <ol style="list-style-type: none"> 1. It has been thirty (30) days since the nonassistance non-Medicaid custodial parent (CP) will not cooperate and DCS cannot proceed with the next step. 2. It has been thirty (30) days since the initiating jurisdiction (IJ) will not send essential information and DCS cannot proceed with the next step. <p>If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.</p> <p>If case has a WSSR court order, convert the case to PSO.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p> <p>If the case is active Temporary Assistance for Needy Families (TANF) or Medicaid, do not close the case.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes Chart - Code 52 Correct and Incorrect Case Closure Scenarios</p>
Automated Actions	
SEMS Screens	<p>BC, CC</p>
Forms Used	<p>18-370, 18-479, 18-571</p>

Hearing and Conference Board Rights	The CP has hearing rights to contest case closure.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	5.005 Determining When to Send a Noncooperation Notice 18.060 Case Closure Notification Requirements 18.065 Releasing Collection Actions When Closing a Case PIQ-04-01 Processing Cases with Foreign Reciprocating Countries

Procedures

1. [When](#) would I begin to close a case under closure code 52?

- You may begin case closure:
 - If it has been thirty (30) days since the nonassistance non-Medicaid custodial parent (CP) will **not** cooperate **and** DCS **cannot** proceed with the next step.
 - If it has been thirty (30) days since the initiating jurisdiction (IJ) will **not** send essential information or will **not** take an action **and** DCS **cannot** proceed with the next step.
- If the nonassistance non-Medicaid CP will **not** forward payments to DCS received from the noncustodial parent (NCP), begin case closure.

2. What do I do when the CP does not cooperate?

- Send the **Full Collection Services Closure Letter**, DSHS [18-370A](#), and wait sixty (60) days.

Note: This 60-day period is in addition to the thirty days the CP had to provide DCS with the essential information.

- If the CP cooperates, continue working the case.
- If the CP does **not** cooperate and DCS still **cannot** proceed with the next step, begin the case closure process.
- See Section [18.060](#) for full case closure notification requirements.
- If the case is active Temporary Assistance for Needy Families (TANF) or Medicaid, do **not** close the case. See Section [5.005](#) to send a noncooperation notice.

Note: If the **court order** requires the NCP to make payments to DCS or the Washington State Support Registry (WSSR), convert the case to Payment Services Only (PSO). See Section [2.050](#) to convert the case.

3. When is it not appropriate to close the CP's case for noncooperation?

- Do **not** close a case **only** because the CP did **not** return a **Locate Inquiry Letter to Custodial Parent**, DSHS [18-001](#).

Note: This is a different situation than **B** above.

1. The CP may not return the DSHS 18-001 because the CP does not know any new information about the NCP.
2. The Support Enforcement Management System (SEMS) suggests sending a DSHS 18-370 when the CP does **not** return the DSHS 18-001 to remind the SEO to review **and** determine if the information was **essential** to proceed with the next step.
3. It does **not** mean closure is required.

4. What if the IJ will not send essential information?

1. If it has been thirty (30) days since the IJ will not send the essential information, send the **Child Support Enforcement Transmittal #2 - Subsequent Actions**, DSHS [18-571](#), or send a Child Support Enforcement Network ([CSENet](#)) message to the IJ.
 1. Explain what essential information or specific IJ action you need to take the next step of establishment or enforcement.
 2. Wait 60 days after sending the DSHS 18-571 or CSENet message.
2. If the IJ is a reciprocating foreign country, allow at least thirty (30) days for a response.
 1. If after a reasonable time period the reciprocating foreign jurisdiction does not provide the necessary information to take the next case action, you may begin closure.
 2. You may want to consider:
 1. The need for translation,
 2. International postal services, and
 3. The diversity of child support enforcement system with may pose barriers to responding to our request.
3. If the IJ cooperates, continue working the case.
4. If the IJ does **not** cooperate and DCS still **cannot** proceed with the next step, send a second:
 1. **Child Support Enforcement Transmittal #2 - Subsequent Actions**, DSHS [18-571](#), or
 2. CSENet message to the IJ informing them you are closing the case.
 3. Send the **Full Collection Services Closure Letter**, DSHS [18-370](#), to the CP by regular mail in care of the IJ.
5. See Section [18.065](#) for information about releasing collection when closing a case.

Revised September 8, 2006

Chapter 18: Case Closure

Section 18.050: Closing a Spousal Support Only Case **New Section**

This section describes when and how to close a spousal support only case.

Contents

Laws	WAC 388-14A-2090 Closure notice
Policy	<p>You may close a spousal support only (SSO) case after one year if you cannot locate the noncustodial parent (NCP) after exhausting all available locate and collection remedies.</p> <p>SSO cases are non-IVD cases. Even though federal case closure rules do not apply, the Division of Child Support (DCS) notifies parties when closing a SSO case.</p>
Procedure	If the case meets closure criteria, do not close the case until you have sent notice to all necessary parties and after the sixty (60) days have passed.
Visual Aids	
Automated Actions	
SEMS Screens	BC , CC
Forms Used	18-370A , 18-571
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	<p>2.075 Setting Up Spousal Support Only Cases</p> <p>2.080 Circumstances for Rejecting a Spousal Support Only Enforcement Application</p> <p>9.080 Limitations to Spousal Support Services</p> <p>14.005 Continuation of Services After Currents Support Stops on a Combination Child Support and Spousal Support Case</p> <p>15.070 Responding to Another State's Request to Establish or Enforce</p>

Procedures

1. When do I close a spousal support only (SSO) case?

- o Close a spousal support only (SSO) case in the following circumstances:
 1. When the court order is **no** longer valid. See Section [18.005](#) Code **41** to close the case.
 2. When the custodial parent (CP) or the initiating state (IJ) asks the Division of Child Support

(DCS) to stop providing services. See Section [18.035](#) Code **49**.

3. When DCS loses contact with the CP and cannot locate the CP. See Section [18.040](#) Code **51**.
4. When the CP is no longer eligible to receive spousal support under the laws of the state that entered the order. See Section [18.005](#) Code **41**.
5. When the child support and the spousal support accrued during the period the noncustodial parent (NCP) owed child support are paid in full on a case with a Washington State order, **or** both the NCP and CP live in Washington State. See Section [18.005](#) Code **41**.

Note: DCS provides SSO services **only** in cases where the applicant lives in another state and the order is a non-Washington State order. See Section [14.005](#).

6. When the initiating state does **not** request continuation of spousal support only services.
 1. See Section [18.005](#) if closing the case because the NCP owes no current support or support is under \$500.
 2. See Section [18.035](#) if closing the case because the initiating jurisdiction (IJ) requested closure.
7. When DCS **cannot** locate the NCP or any collectible assets owned by the NCP after trying all available locate and collection remedies for one year. See Section [18.020](#) Code **45**.

2. Which case closure code do I use to close a SSO case?

- o Use the appropriate code listed in the "See Section" in **A. a - g**, above.

3. How do I notify the parties when closing the SSO case?

1. Send both the NCP and CP the **Full Collection Services Closure Letter**, DSHS [18-370A](#).
2. Mark "Other" and explain the reason DCS is closing the case.
3. If you are closing an interstate SSO case:
 1. Send the IJ notice of closure using CSENet **or** the **Child Support Transmittal #2 - Subsequent Actions**, DSHS [18-571](#).
 2. Send the DSHS 18-370 to the CP by regular mail in care of the IJ.

Revised September 8, 2006

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Chapter 18: Case Closure

Section 18.055: Situations When a Closure Notice is Not Required **New Section**

This section describes when and how to close a case when using closure codes 48, 50, 61, 62, 63, 64, and other situations where you do not send a closure notice.

Contents

Laws	<p>45 CFR 303.11(c) Federal case closure criteria WAC 388-14A-2080 State case closure criteria WAC 388-14A-2090 (1)(a) and (b) Who is mailed case closure notice and when DCS does not send a closure notice</p>
Policy	<p>The Division of Child Support (DCS) is not required to send case closure notification in limited circumstances.</p>
Procedure	<p>Do not send a Full Collection Services Closure Letter, DSHS 18-370, if closing a case for one of the following reasons:</p> <ul style="list-style-type: none"> • The Division of Child Support (DCS) provided locate-only services. • The case is good cause level A. • DCS opened the case in error. • DCS opened the case for administrative purposes only. • DCS opened the case for the Federal Case Registry. • DCS opened the case for Automated Administrative Enforcement of Interstate Case (AEI). • The case is Foster Care. • DCS set up a case for paternity related costs and we sent a closure notice on the main case. <p>If the case fully meets the criteria for a specific code, close the case under that code.</p> <p>If the person who requested DCS services requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	<p>Chart - Case Closure Criteria and Codes Chart - Code 50 Correct and Incorrect Case Closure Scenarios</p>
Automated Actions	
SEMS Screens	<p>BC, CC</p>
Forms Used	
Hearing and Conference Board Rights	<p>The person who requested services has hearing rights to contest case closure.</p>

Personal Notes
[\[Add a note\]](#)

You have not added any notes to this handbook section.

See Also

[18.005](#) Closure Code 41
[18.060](#) Case Closure Notification Requirements
[18.065](#) Releasing Collection Actions When Closing a Case

Procedures

1. **Do I send a Full Collection Services Closure Letter, DSHS 18-370, when DCS opened the case for locate-only services?**

1. No. When the Division of Child Support (DCS) opened the case to provide locate-only services, do **not** send a **Full Collection Services Closure Letter**, DSHS [18-370](#).
2. Close the case under closure code **48**.

2. **When the CSO grants good cause level A or the prosecutor returns the case to DCS because it is not in the best interest of the child to pursue paternity, do I notify the parties?**

1. No. Do **not** send notification to either party when:
 1. The Community Service Office (CSO) grants [good cause level A](#), or
 2. The prosecutor returns the case to DCS because of a risk of danger to the custodial parent (CP) or the child.

Note: Do not send notification when closing a case for good cause level B. You **cannot** begin case closure for level B good cause if the CP's cooperation is **not essential** for the next step. See Section [5.010 C](#) and Section [18.015 B](#).

2. If a good cause level A decision was pending, **and** the grant closed because the custodial parent (CP) moved out of state, ask the CSO to contact the social worker to make a good cause determination.

Note: You **cannot** close the case for good cause level A until DCS receives a determination.

3. Close the case under closure code **50**. See [Chart Code 50](#) for examples of correct and incorrect case closure scenarios.

3. **When DCS opened the case in error, do I send a closure notice?**

1. No. Do **not** send a DSHS [18-370](#).
2. Close the case under closure code **61**.

Example: DCS set up the case with the noncustodial parent (NCP) and CP reversed.

3. Document in the case comments (CC) the reason you are closing the case.

Example of CC: "Closing case, opened in error. NCP and CP fields reversed".

4. Close the case immediately.

4. **Do I send notification if DCS opened the case for administrative purposes only?**

1. No. When DCS opened the case for administrative purposes only and that reason has ended, do **not** send a DSHS [18-370](#).
2. You may close the case under closure code **62** for the following reasons.
 1. When the case is solely for the purpose of establishing paternity **and** you added the child back to the main case when the paternity order is entered.
 2. When you reopen a case solely for the purpose of releasing a collection action that we had **not** released prior to closure. See Section [2.040 D](#).
 3. The case is for guardian ad litem (GAL) or other fees a CP may owe Washington State. In these cases the CP is listed as the NCP, see Section [2.065 C and D](#).
 4. We reopen a case solely to apply one-time cash payments or to change debts. See Section [2.040 C. 2](#).
3. Before you close the case, review the case to be sure that it still qualifies for closure under the original closure reason.
 - If it does **not**, you **must** keep the case open until the case meets the criteria for case closure again.

5. **If DCS opened the case for Federal Case Registry purposes only is notification required?**

1. No. When DCS opened the case for the Federal Case Registry (FCR), we file the order with FCR. But, the case is **not** a IV-D case.
2. Close the case using code **63**.

Note: Only DCS Headquarters uses code 63.

6. **Do I send a notice if DCS opened the case for Automated Enforcement of Interstate Case (AEI)?**

1. No. If DCS opened the case for Automated Enforcement of Interstate Case (AEI), do **not** send a closure notice.
2. Close the case under closure code **64**.

Note: Only DCS Headquarters uses code 64.

7. **When I close a foster care case, do I send notification?**

1. No. Do **not** send notification.
2. Close the case under the appropriate closure code, based on the reason for closure.

8. Do I need to notify the parties when I close a paternity subro or medical subro case?

1. No. Do **not** send notification. See Section [18.005 O](#).
2. Close the case under closure code **41**.

Revised September 8, 2006

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Chapter 18: Case Closure

Section 18.060: When Case Closure Notification is Required **New Section**

This section describes notification requirements when closing a case.

Contents

Laws	<p>45 CFR 303.11(c) Federal closure criteria and when notification is required</p> <p>WAC 388-14A-2080 State closure criteria</p> <p>WAC 388-14A-2090 Closure notice</p> <p>WAC 388-14A-2095 Objections to closure notice</p>
Policy	<p>In most cases, when a case meets closure criteria, notify the custodial parent (CP) and noncustodial parent (NCP) and wait sixty (60) days before closure.</p> <p>If closing an interstate case because the initiating jurisdiction (IJ) requested case closure, notify the IJ. You must also send a notice to the CP in care of the IJ. Then, close the case immediately.</p> <p>Notify an alleged father of case closure only if the father applied for DCS services, or if DCS or the Prosecutor contacted him about the pending paternity action.</p>
Procedure	<p>Review the case to determine if notification is required.</p> <p>If the NCP's obligation to pay support ends, send both the NCP and custodial parent (CP) the Full Collection Services Closure Letter, DSHS 18-370A.</p> <p>If the NCP's obligation has not ended, send the NCP the Notice to Suspend Child Support Payments, DSHS 18-479. Send the CP the DSHS 18-370B.</p> <p>If closing an interstate case because the initiating jurisdiction (IJ) requested closure, send the Child Support Enforcement Transmittal #2 - Subsequent Actions, DSHS 18-571, or a CSENet message to the IJ. Send the CP a DSHS 18-370 in care of the IJ.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p>
Visual Aids	<p>Chart - Automated Universal Data Form (AUD) - When to Delete and When to Change Reports</p> <p>Chart - Case Closure Criteria and Codes</p>
Automated Actions	<p>Closing the case on the basic case (BC) screen sets the event tracking (ET) to close (CL).</p> <p>Auto-Eval does not run on closed cases.</p>

SEMS Screens	BC , CC , FG , FT , LN , OR
Forms Used	18-370A or 18-370B , 18-479 , 18-571
Hearing and Conference Board Rights	Only the person who applied for services has the right to contest a closure notice. The other party on the case may participate in the hearing but cannot request a hearing.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	18.045 D . Closing a case when the IJ will not send essential information 18.055 Situations When a Closure Notice is Not Required 18.065 Releasing Collection Actions When Closing a Case 19.000 Doing a Debt Calculation 20.010 Automated Locate Sources Action Transmittal 99-04 Case Closure Criteria PIQ 00-02 : Interstate Case Closure When Custodial Parent Location is Unknown. PIQ-03-09 : Case Closure of Child-Only Medicaid Cases

Procedures

1. How do I notify the parties of termination of services?

- Once a case meets the criteria for closure, review the Chart - [Case Closure Criteria and Codes](#) to determine if you:
 - Must** send notification to the noncustodial parent (NCP) or custodial parent (CP) or to both the NCP and CP, **or**
 - Do **not** send notification to close the case.
- If you are closing the case as paid in full, post a Debt Calc 2000 debt calculation to the case. See Section [19.000](#).
- In a paternity case, notify an alleged father of case closure **only**:
 - If the father applied for Division of Child Support (DCS) services, **or**
 - If DCS or the Prosecutor contacted him about the pending paternity action.
 - See Section [18.015](#) for information on when DCS has not been able to establish paternity.
- If you are closing an interstate case because the initiating jurisdiction (IJ) requested case closure, notify the IJ.

2. What forms do I send when DCS will continue to enforce some part of the obligation but is ending or suspending collection of current support?

- Send the CP the **Full Collection Services Closure Letter**, DSHS [18-370B](#) when:

1. DCS will continue to enforce some part of the obligation. **For example:**
 1. The NCP owes a subrogated debt, **or**
 2. The child receives medical and DCS enforces the medical insurance requirement.
2. The current support obligation under the order may resume in the future. See Section [6.170](#) to resume a child support obligation.
2. Select Box 3 and the "Other" reason.
3. In the text box, explain that the DCS is ending **or** suspending current support **and** will continue to collect the past-due support.
4. Send the noncustodial parent (NCP) the **Notice to Suspend Child Support Payments**, DSHS [18-479](#).
5. When the NCP pays the case in full, you will then send the NCP a **Full Collection Services Closure Letter**, DSHS [18-370A](#).

Note: The 18-370A and 18-370B forms are the same, but selecting the 18-370B option on the **FG** screen does **not** generate a copy for the NCP.

3. What forms do I send to notify of full case closure?

1. Send the DSHS [18-370A](#), if the NCP's responsibility has ended. Select the 18-370A option on the **FG** screen.
2. Send the CP the DSHS [18-370B](#) if the NCP did not receive a notification that a paternity establishment case was opened. Do **not** send a notice to the NCP.
3. If the initiating jurisdiction (IJ) requests case closure:
 1. Send a **Child Support Enforcement Transmittal #2 - Subsequent Actions**, DSHS [18-571](#), or a CSENet message to acknowledge we have closed the case per the IJ's request.
 2. Release all withholding notices. See Section [18.065](#).
 3. Send the **Notice to Suspend Child Support Payments**, DSHS [18-479](#), to the NCP to notify the NCP that DCS has stopped enforcement of the case.
 4. Send the **Full Collection Services Closure Letter**, DSHS [18-370B](#), to the CP by regular mail in care of the IJ.
 1. If the CP's name does **not** appear in the address field of the DSHS 18-370, add the CP's name above the IJ's.
 2. Also, add the IJ's case number to the 18-370.

Note: [WAC 388-14A-2090 \(3\)](#) requires DCS in an interstate to notify the CP of case closure in care of the IJ. But, it is also the IJ's responsibility to notify the CP of case closure.

5. Close the case **immediately**.
4. When the NCP is the person who applied for services **and** DCS has **no** application from the CP:
 1. Send the NCP the **Full Collection Services Closure Letter**, DSHS [18-370A](#).

2. Send a copy to the CP.

1. Notify the CP that he or she may apply for services by using the "Other" box on page 2 of the 18-370A.
 2. Add a statement to ensure that the CP understands that he or she may apply for DCS services.
5. If you are converting the case to Payment Services Only (PSO), see Section [18.035](#) for information on when to convert the case. See Section [2.050](#) to convert the case to PSO.
6. See Section [18.065](#) for information on releasing collection actions.

4. **Where can I find information on when not to notify parties of case closure?**

- o See Section [18.055](#) for this information.

5. **When current support will end this month, can I send the Full Collection Services Closure Letter, DSHS 18-370?**

1. No. You **must** wait until support ends per the order **and** the support is paid in full before you send the DSHS 18-370.
2. You **must** send another DSHS 18-370 at the time that closure is appropriate if you send a DSHS 18-370 prematurely.

Note: Even though it appears that the case will meet the closure criteria, something could happen that would keep the NCP from paying the debt in full.

6. **What if the CP objects to case closure?**

1. **Only** the person who applied for services has the right to contest a closure notice.
 1. In most cases, this person is the CP.
 2. Occasionally, this person will be the NCP.
2. The person who applied for services has sixty (60) days to request a timely hearing on a closure notice.
3. If the person who applied for services requests a hearing, DCS **must** notify the other party that they have a right to participate in the hearing.

Exception: There is **no** notification requirement in paternity cases when DCS or the prosecutor has **not** contacted the NCP. See Section [18.015](#) code **44**.

4. Do **not** close the case until DCS completes the hearing process.

Note: If either party has requested a hearing or conference board for a reason other than case closure, do **not** close the case until the issue is resolved.

7. When do I close a case on SEMS?

1. Wait until **after** 60 calendar days have passed from the date DCS sent the closure notice to the person who applied for services (CP, NCP, or IJ) before closing the case.
2. Close the case immediately for the following reasons:
 1. The person who applied for services **or** the initiating jurisdiction (IJ) requests case closure. See Section [18.035](#) closure code **49**.
 2. We established the case as a subro-only and a closure notice was sent on the main case.
 3. See Section [18.055](#) for other reasons you may close the case immediately.
3. When closing a paternity subro or medical subro case, use the same criteria and reason codes as the main case.

8. How do I use automated case closure on SEMS?

1. If you want the Support Enforcement Management System (SEMS) to automatically close the case sixty (60) days after you send the **Full Collection Services Closure Letter**, DSHS [18-370A](#):
 1. Select the dropdown menu under the NCP address on the DSHS 18-370 in forms generation (**FG**), and
 2. Enter the reason code.
 3. SEMS will automatically close the case in sixty-one (61) days.
2. If you selected the automated closure option and then discover you should **not** have sent the DSHS 18-370:
 - Enter a result code 2 (Successful) on the CP's forms table (**FT**) screen to block the automated closure option.

9. How do I manually close a case when I do not want SEMS to automatically close the case?

- If you do **not** want the Support Enforcement Management System (SEMS) to automatically close the case after 61 days:
 1. Do **not** use dropdown menu under the NCP address on the DSHS 18-370 in the **FG** screen.
 2. Set a review code ([RC](#)) for 61 days, **and**
 3. Close the case **after** 60 days, if neither party has objected.

Revised September 8, 2006

[DCS Home](#) [Director](#) [Field Ops](#) [Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
[Communications](#) /[CRU](#) [Training](#) [Personnel](#) [Tribal Facilities](#)
[Seattle](#) [Tacoma](#) [Everett](#) [Yakima](#) [Spokane](#) [Olympia](#) [Wenatchee](#) [Vancouver](#) [Fife](#) [Kennewick](#)

Chapter 18: Case Closure

Section 18.065: Releasing Collection Actions When Closing a Case **New Section**

This section describes when and how to release collection actions when closing a case.

Contents

Laws	45 CFR 303.11 Federal closure criteria WAC 388-14A-2080 State closure criteria
Policy	<p>Release enforcement actions and satisfy judgments when the noncustodial parent (NCP) pays in full.</p> <p>Release enforcement actions when the nonassistance non-Medicaid applicant or the initiating jurisdiction (IJ) requests closure.</p>
Procedure	<p>Notify the custodial parent (CP) of the Division of Child Support's (DCS's) intent to file a satisfaction of judgment with the court clerk who entered the order.</p> <ul style="list-style-type: none"> • Do not send a notice of intent when Washington State is the payee. <p>Release all enforcement actions that affect only the case you are closing when closing a case.</p> <p>If the CP requests a timely hearing, do not close the case until the hearing issue is resolved.</p> <p>Complete an Automated Universal Data Form (AUD) through E-Oscar to tell credit bureaus to close a previously reported debt when:</p> <ul style="list-style-type: none"> • Converting a case to Payment Services Only (PSO), and • The NCP does not owe a debt to Washington State. Or, • The CP requests closure.
Visual Aids	Chart - Automated Universal Data Form (AUD) - When to Delete and When to Change Reports
Automated Actions	<p>Closing the case on the basic case (BC) screen sets the event tracking (ET) to CL (<i>Closed</i>).</p> <p>Auto-Eval does not run on closed cases.</p>
SEMS Screens	BC , CC , FG , FT , LN
Forms Used	09-288 , 09-296 , 09-298 , 09-688 , 09-699 , 09-853 , 09-288LNI (electronic)

Hearing and Conference Board Rights	Only the person who applied for services may request a hearing. The other party on the case may participate in the hearing but cannot request a hearing.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	11.030 Releasing Liens and Filing Satisfaction of Judgment 19.000 Doing a Debt Calculation Chart - Case Closure Criteria and Codes Action Transmittal 99-04 Case Closure Criteria

Procedures

1. How do I know what collection actions to release?

1. Check the Support Enforcement Management System (SEMS) screens to determine what actions you may need to release.
2. Check the following screens:
 1. Forms Table (**FT**),
 2. Lien (**LN**),
 3. Case Comments (**CC**) code [32](#), and
 4. Order Record (**OR**) screens.

2. What collection actions do I release if I am closing a case and the NCP has other open cases?

1. If the noncustodial parent (NCP) has other open cases:
 1. Review the case circumstances, **and**
 2. Make any necessary adjustments.

For example: Reduce the withholding order amount.

2. If releasing a collection action will negatively affect another case, do **not** release it.

Example: Do **not** release a lien if the NCP owes current support or arrears on another case.

3. When I close a case and the NCP has no other open cases, what actions do I take?

1. Post a Debt Calc 2000 debt calculation to the case if you are closing a case as paid in full. See Section [19.000 C. 5](#).
2. Release active income withholding actions if there are no other open cases.

1. Select the **Order/Notice to Withhold Income for Child Support**, DSHS [09-857](#), on the **FT** screen, and
2. Select "Release/Replace" and "Full Release" to generate the release form.
3. Refund any payments received to the NCP when the **only** open case is paid in full.
4. Release other withholding actions if there are **no** other open cases.
 1. Release any **Notice of Payroll Deduction/Order to Withhold and Deliver - Employment Security**, DSHS [09-873](#).
 2. Release the automated **Order to Withhold and Deliver - Labor and Industries Benefits**, DSHS 09-288LNI.
 3. Release the **Order to Withhold and Deliver - Labor and Industries Benefits**, DSHS [09-288](#), when releasing from a self-insurer.
5. Notify the judgment debtor (payee) on the order with the **Notice of Intent to File Satisfaction of Judgment**, DSHS [09-699](#), when the debt is paid in full. See Section [11.030 E. 1](#).

Note: Do **not** send a DSHS 09-699 when Washington State is the payee.

6. Send the **Satisfaction of Judgment**, DSHS [09-688](#), after the twenty (20) day notice period for all court ordered judgments when the debt is paid in full. See Section [11.030 E. 2](#).
7. Release liens. See Section [11.030 A](#).

1. Do **not** release a lien if the NCP owes a State debt that we may collect in the future.

Example: The NCP's mom dies and the NCP inherits the estate.

2. Check the case Backfile and the Computer Assisted Retrieval System (CARS) documents for any liens that may not be on the LN screen. See Section [17.030](#).
8. Release vehicle liens filed with the Department of Licensing (DOL).
 1. Set a non-RSEO review for 9870, review code ([RC](#)) **63** for the next day.
 2. Post a case comment **CC:** *SO NWEF to release all liens*.
9. Release the **National Medical Support Notice**, DSHS [09-727](#), with a **Release**, DSHS [09-298](#).
 1. Select the DSHS 09-727 on FT **and**
 2. Select "Release/Replace" to generate the release.

Note: If the NCP has other open cases, check the case details. Do **not** release a DSHS 09-727 for children on another case.

10. Request license suspension decertification by generating a **License Suspension Cancellation Notice**, DSHS [09-853](#), from the **LI** screen.
 1. Select "Release" and choose which license you wish to release.
 2. Repeat until you have released all license suspensions.

11. If the case you are closing or converting to PSO has **never** had a State subrogated debt (paid or unpaid), complete an **Automated Universal Data Form (AUD)** through E-Oscar to tell the credit bureaus to close a previously reported debt.
 1. E-Oscar transfers the information to **all** four (4) credit bureaus.
 2. When completing the AUD:
 1. Use **1** "Update" in the AUD Correction Indicator field.
 2. Use **13** "Paid or Closed Account/Zero Balance" in the Account Information field.
 3. See [Automated Universal Data Form \(AUD\) - When to Delete and When to Change Reports](#).
12. If the NCP is paying by electronic funds transfer (EFT), notify Central Services EFT Customer Service to cancel the EFT.
 - The EFT line is **1-800-468-7422** or you may send a notification to [DCS State Office Cash Service Request](#).

Note: The NCP cannot stop EFT by contacting the bank.
13. Withdraw any contempt referrals and any Project Save Our Children (PSOC) referrals.
14. If DCS closes the case after Internal Revenue Service (IRS) certification, but before the date of tax offset, DCS **must** return the offset amount to the U.S. Treasury, **not** to the NCP.

Revised September 8, 2006

[DCS Home](#) [Director](#) [Field Ops](#) [Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
[Communications](#) / [CRU](#) [Training](#) [Personnel](#) [Tribal](#) [Facilities](#)
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