

State of New Jersey
Administrative Office of the Courts

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1808 Intergovernmental Case Closure Procedures

A. Overview

Case closure criteria and procedures have been established in accordance with federal regulations which require the IV-D agency to establish a process for case closure. Case closure means that Title IV-D services will no longer be provided by Probation Child Support Enforcement (PCSE), and it may or may not affect the support order or arrears.

With regards to case closure requirements in intergovernmental cases, the Federal Office of Child Support Services (Federal OCSS) has established standards to help identify specific areas where case closure is permitted. However, not every scenario can be accounted for, and it is possible that staff will need to review the unique facts of a case on an individual basis to determine whether case closure is appropriate or not. In their review, staff need to be mindful of the following:

1. Intergovernmental communication happens in various forms [e.g., email, paper transmittal, Electronic Document Exchange (EDE), etc.]. PCSE staff may not receive a Child Support Enforcement Network (CSENet) message that will trigger case closure on the case and manual intervention will be required;
2. A case may never be closed merely because it is difficult to enforce;
3. A case shall not be closed without first notifying the other jurisdiction(s) of our intent to close. Generally, federal case closure criteria do not permit the unilateral closure of an intergovernmental case; or
4. A case may not be closed without considering new information provided by parties to the case and/or the other jurisdiction.

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B. Reasons

1. Federal Case Closure Criteria § 303.11 Reason Codes

- a. Closure Reason: Initiating State has Failed to Take a Required Action § 303.11(b)(17)

When New Jersey is the responding jurisdiction and the initiating agency fails to take an action, which is essential for the next step in providing services, Probation Child Support Enforcement (PCSE) staff must fully document its efforts to obtain the information or action needed to enforce the case on the Create Note to File/NOTE page.

Note: If a case has a charging obligation and the system has selected the case for this closure reason, staff should review the following:

1. Identify any CSENet transactions that are successfully received (SR) from the other state on the Interstate Correspondence History/ICOR page; and
2. Click on the Attachment tab to ensure each attachment is marked received.

Once the case is selected for this closure reason, NJKiDS will automatically close the case in 30 days.

- b. Closure Reason: Initiating Agency Has Notified the Responding State That the Initiating State Has Closed the Case § 303.11(b)(18)

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When New Jersey is the responding state, and the initiating agency has notified us that the initiating state has closed its case under § 303.7(c)(11).

PCSE staff should review and verify the following:

1. Outreach to the other out-of-state worker confirming this request, reason for closure, and whether they claim any monies are owed to their state;
2. Interstate Information/ISIN page Referral Type;
 - a. GRPAY – Redirect Payment to Obligee State; Staff should confirm the CP's/obligee's contact information to identify whether the CP/obligee wants to continue with New Jersey's IV-D services. If the CP/obligee wants to continue services, the case should be converted back to an instate case; If the CP/obligee does not want to continue IV-D services and Temporary Assistance for Needy Families (TANF) arrears are owed to New Jersey, the case should be converted to arrears only due to County Welfare Agency (CWA) via court order.
 - b. Payment Forwarding (limited service instate case) – Since there is no ISIN record, the case status continues to be instate. Staff should confirm the CP's/obligee's contact information to identify whether the CP/obligee wants to continue with New Jersey's IV-D services. If the CP/obligee does not want to continue with services, staff will advance for case closure and select "Non-IV-A Recipient Requests Closure Reason". If the CP/obligee does not want to

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continue IV-D services and TANF arrears are owed to New Jersey, the case should be converted to arrears only due to CWA via court order.

Note: If the client wants to continue receiving IV-D services from New Jersey, staff must modify Obligations By Case/OWIZ to New Jersey's FIPS (34) and transfer any arrears assigned to another state's FIPS (Arrears Balances/OBAA) back to New Jersey, as appropriate. Any arrears the other state wants us to collect can be assigned to their FIPS code. Any arrears owed to New Jersey must be preserved and case should not be closed.

- c. Request for Establishment – Staff will verify the closure reason and close as appropriate;
 - d. Request for Registration of Foreign Support Order – Staff will close the case;
3. Court Order/SORD page to confirm the Referral Type is reflected on the Interstate Information/ISIN page;
- a. New Jersey Order

PCSE staff must be mindful that we have jurisdiction over the non-modifiable terms including the age of majority.
 - b. Other Jurisdiction's Order

The other jurisdiction dictates the non-modifiable terms including the age of majority.

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c. Judgments

PCSE staff can refer to the *Probation Child Support Enforcement Operations Manual*, 1607 Judgment Procedures for additional information on judgments.

PCSE staff has 10 working days to respond and close the case.

- c. Closure Reason: Initiating Agency Has Notified the Responding State that Its Intergovernmental Services Are No Longer Needed § 303.11(b)(19)

When New Jersey is the responding state, and the initiating agency has notified us that our intergovernmental services are no longer needed.

These case closure conditions will initiate the case closure chain when the other state sends the request via CSENet. If the request for closure is not received via CSENet, but in paper form (transmittal), the case closure chain can be selected manually. The type of referral on Interstate Information/ISIN received from the other state will determine the action taken:

1. Redirection of Payments or Payment Forwarding;
2. Request Registration of Foreign Support Order for Enforcement; or
3. Request Establishment.

Note: Refer to the *Case Closure Checklist* for additional information. In addition, staff can refer to the Probation Prepared Child Support

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Order (PPCSO) document for UIFSA case closure language, which is located on the InfoNet.

C. CSENet Transaction Codes

When CSENet transactions with case closure codes are received or sent, PCSE staff must review the case for next steps. Staff can refer to the *CSENet Transaction Case Closure Codes* (Attachment 1808A) for additional information.