



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

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GENERAL LETTER NO. 9-I-6

ISSUED BY: Bureau of Child Support Recovery, Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter I, **CASE CLOSURE**, Title page, revised; Contents (page 4), revised; pages 95 through 106, 107, and 128, revised; and page 106a, new.

Summary

Chapter 9-I is revised to reflect policy and ICAR changes relating to the case closure process. These changes include updates to:

- ◆ The archived case history program that allows additional closed cases to move to the archived case history file sooner.
- ◆ The location where ICAR generates the report S479H012-A, Archived Case Report, when requested by a worker.
- ◆ The process for generating payment records for cases in history from the CASEHIST screen. We also provided clarification regarding to whom workers may release payment records.
- ◆ The procedures for rebuilding archived cases.
- ◆ The terminology “payor” and “payee” instead of “obligor” and “obligee” in the updated sections.

Effective Date

Upon receipt.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 9, Chapter I:

<u>Page</u>	<u>Date</u>
Title page	July 6, 2004
Contents (p. 4)	July 22, 2005
95, 96	July 6, 2004
97	July 22, 2005
98-107	July 6, 2004
128	July 22, 2005

Additional Information

Refer questions about this general letter to your regional collections administrator.

Revised May 25, 2012

Employees' Manual
Title 9
Chapter I

CHILD SUPPORT RECOVERY

CASE CLOSURE



**Iowa Department
of Human Services**

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When closing an interstate case, ICAR sends a status letter or a CSENet transmittal to the other state instead of sending form 470-0201, *Notice of Termination of Child Support Services*. This meets the federal and state requirements for notification of case closure. See 9-J, [CHILD SUPPORT ENFORCEMENT NETWORK – CSENET](#).

Note: When Iowa is the responding state and closes a case for any valid closure reason, Iowa’s case closure does not affect the status of the case in the initiating state.

1. An obligee receives Medicaid in Texas. Texas establishes an order. The obligee moves to Iowa and receives FIP. Texas refers its arrears to Iowa for collection. You set up a new case and begin enforcing the Texas order for current support and arrears. The obligor has been paying current support and there are no arrears due to the state of Iowa.

The obligee then moves to Nebraska and begins receiving Medicaid there. Nebraska begins enforcing the Texas order for current support and arrears due Texas. You contact Nebraska and verify that Nebraska is enforcing the entire obligation.

Since there are no arrears due to the state of Iowa, close the case using the “REQU” closure code. End the ongoing obligation with the date Nebraska began enforcing the order. Suspend the order for the dates of any outstanding arrears.

Narrate why you entered the suspension and enter a comment on the NARRCASE screen. Let the case process through the distribution subsystem. On the next business day, verify that the case no longer has a balance. Enter “REQU” in the REASON field on the CASE screen.

2. An obligee receives Medicaid in Texas. Texas establishes an order. The obligee moves to Iowa and receives FIP. Texas refers its arrears to Iowa for collection. You set up a new case and begin enforcing the Texas order for current support and arrears. The obligor does not pay all of the current support due, and arrears are now due to Iowa as well.

The obligee then moves to Nebraska and begins receiving Medicaid there. Nebraska begins enforcing Texas’ order for current support and arrears owed to Texas. You contact Nebraska and verify that Nebraska is enforcing the entire obligation. However, arrears are owed to Iowa.

You cannot close the case using the “REQU” closure code if any arrears are owed to Iowa. See the interstate process for more information about referring cases for enforcement of arrears due to Iowa.

HISTORY OVERVIEW

Legal reference: 45 CFR 303.11(d)

Federal regulations require the Unit to retain all case information for a minimum of three years after closure. The Unit keeps cases in closed (“C”) status on ICAR for two years. A series of history programs moves each case to the archived case history file.

Case information for all archived cases always remains in the archived case history file. This information is stored in a report that is available to workers upon request. You may retrieve this information by requesting report S479H012-A, *Archived Case Report*, on the CASEHIST screen.

The history programs delete cases in delete (“D”) status from ICAR. The history programs do not move cases in “D” status to the archived case history file. At the end of each month, the history programs completely purge “D” status cases from ICAR. You cannot retrieve information on deleted cases.

ICAR places cases in “D” status when a worker corrects an Automated Benefits Calculation (ABC) system link and the ICAR case is no longer needed. This process works as follows:

- ◆ When an obligee receives FIP or Medicaid, the IM worker links the case on ABC to a case on ICAR. The IM worker creates a link between the ABC case and a matching active ICAR case if possible.

If ICAR does not have an active matching case, the IM worker creates a skeleton case on ICAR and links the ABC case to the ICAR skeleton case. When the IM worker creates the skeleton case, ICAR displays an “H” in the STATUS field on the CASE screen to indicate the case is in hold status.

- ◆ If the Unit or the IM worker removes the link between the “H” status ICAR case and the ABC case, the case remains on ICAR in “H” status with no usable information for 30 days. After 30 days, ICAR changes the case from “H” status to “D” status.

Note: Links between the Family and Children Services (FACS) system and foster care cases on ICAR work the same way. Each time the history programs run, these cases in “D” status are completely deleted from ICAR.

Archived Case History File

The archived case history file is a collection of cases and case information archived by the history programs. You may view certain data stored in the archived case history file from ICAR. Two screens associated with this limited view are:

- ◆ The History Name Search (HISTSRCH) screen. Use this screen to search for case participants on archived cases.
- ◆ The Case History Information (CASEHIST) screen. Use this screen to:
 - View a limited amount of core information about the case.
 - Request a Certified payment record, either with or without fund sources.
 - Request a printed report S479H012-A, *Archived Case Report*, containing a comprehensive collection of case information.

The history programs move a case to the archived case history file if it meets the following criteria:

- ◆ The case has been in closed (“C”) status for two or more years as indicated by:
 - A “C” in the STATUS field on the CASE screen, and
 - A date two or more years older than the current date in the CASE CLOSED DATE field on the CASE screen.
- ◆ There is no location on any debtors that have outstanding tracking fees and costs (TFC) or the debtor with outstanding tracking fees and costs has been deceased for more than one year.
- ◆ For debtors that have been located, the only outstanding debt is one or more of the following: CRF, CRD, NPA, or TIF.
- ◆ If the case has a remaining 11 account balance on the BALANCE screen, the payee must have a state identification number. ICAR displays the payee’s state ID in the STATE I.D. field on the PAYEE screen.
- ◆ If the child has not emancipated, there is and never was an amount assigned to any account type except 10, 13, or 16 unless the closure code is DECD, DECDA, or DISA.

Once a case meets all of these criteria, ICAR moves the case and all required data to the archived case history file.

As of March 24, 2012, ICAR saves 11 account coupon and receipt amount totals when a case moves to history if there is at least one other case associated with the same payee state ID number still on ICAR. While the case moves to history, those totals are saved to the payee's UPPA FIP MONTHLY DETAIL screen for continued use in the UPPA calculations. To ensure the correct amounts are saved to the UPPA FIP MONTHLY DETAIL screen, cases must be reviewed before they move to history.

This procedure does not apply to cases that moved to history before March 24, 2012. Before that date, no UPPA-related records were saved to ICAR when a case moved to the archived case history file.

The *UPPA History Report*, generated monthly, identifies which cases must be reviewed. Cases on the report:

- ◆ Meet all of the history case selection criteria;
- ◆ Have been closed for 18 months and will move to history in 6 months;
- ◆ Have a payee state ID number;
- ◆ Have a valid CS, MS, or RE obligation;
- ◆ Have at least one unverified CASSIGN;
- ◆ Share the same payee state I.D. with at least one other case still on ICAR.

If a case is identified on the report:

- ◆ Review, update, and verify CASSIGNs for all children on the case.
- ◆ Verify that the UPPA FIP MONTHLY DETAIL screen correctly displays all payments and credits in account type 11 for this case.
- ◆ If changes are made and the case runs through the distribution subsystem, verify that the subsystem completed with no errors.

Note: When you make an inquiry for a case on the CASE screen and the case is in the archived case history file, ICAR displays the following on-line message: "CASE IN HISTORY. CHECK CASEHIST SCREEN."

You can view only a limited amount of the archived case history file data for a case from the CASEHIST screen. You may view all of the archived case history file data on a case on report S479H012-A, *Archived Case Report*. See [Case History Information Screen \(CASEHIST\)](#) for information on requesting this report for a case. See 9-I-Appendix for direction on reading the *Archived Case Report*.

Case History Name Search Screen (HISTRCH)

The Case History Name Search (HISTRCH) screen is similar to the ICAR Name Search (NAMESRCH) screen. However, you can use the HISTRCH screen only to search for cases archived in the archived case history file and the NAMESRCH screen to search for cases still on ICAR.

Note: When you search for a case participant on the NAMESRCH screen and the case participant is not on ICAR, ICAR displays the following on-line message to remind you to check HISTRCH, "PERSON NOT FOUND IN ICAR. PRESS F6 TO CHECK HISTRCH."
HISTRCH has a similar F6 function (described later in this section).

To access the HISTRCH screen, enter "HISTRCH" from the NEXT SCREEN field from any screen.

D479HH01	IOWA COLLECTION AND REPORTING SYSTEM				DATE: 99/99/99
	CASE HISTORY NAME SEARCH				TIME: 99:99:99
NAME (LFMS) .:	,	,	,		
SOUNDS LIKE .:	,	,	,		
SSN:					
CASE ROLE . . .:					
CASE NUMBER .:					
SEL	NAME	SOC-SEC NUMBER	PERSON ID NBR	CASE RES NUMBER CO	CASE ROLE WRKR
ENTER=SELECT PF5=INQUIRY PF6=NAMESRCH PF7=PAGE BACK PF8=PAGE FORWARD CLEAR=EXIT					
NEXT SCREEN: HISTRCH NOTES:					

Fields, descriptions, and values on the HISTSRCH screen are:

- ◆ **NAME (LFMS):** This field contains four subfields arranged side by side to the right of the field's label. This field allows you to search for case participants using a case participant's name. When using this search option:
 - You must enter the last name of the case participant in the first subfield, up to 16 characters.
 - You may enter the first name of the case participant in the second subfield, up to 15 characters.
 - You may enter the middle name of the case participant in the third subfield, up to 15 characters.
 - You may enter the suffix of the case participant in the fourth subfield, up to three characters.
- ◆ **SOUNDS LIKE:** This field contains four subfields arranged side by side to the right of the field's label. When using this search option:
 - You must enter the suspected or phonetic spelling for the last name of the case participant in the first subfield, up to 16 characters.
 - You may enter the suspected or phonetic spelling for the first name of the case participant in the second subfield, up to 15 characters.
 - You may enter the suspected or phonetic spelling for the middle name of the case participant in the third subfield, up to 15 characters.
 - You may enter the suspected suffix for the case participant in the fourth subfield, up to three characters.
- ◆ **SSN:** Enter the participant's social security number without dashes to search for a case participant on an archived case using the participant's social security number.
- ◆ **CASE ROLE:** Use this field to narrow down a search for an archived case participant by specifying the role of the case participant, up to five characters. When using this option, you must enter one of the following codes:
 - "PAYEE" to narrow the search to obligees.
 - "PAYOR" to narrow the search to obligors.
 - "CHILD" to narrow the search to children.
 - "ALLGD" to narrow the search to alleged fathers.

- ◆ **CASE NUMBER:** Enter a case number, up to seven characters, and press the F5 key in order to search for a specific case in the archived case history file.
- ◆ **SEL:** Use this field to select one result from the list of results found by ICAR. To select a line of data:
 - Tab to the name you want to select and enter an “S” in the column next to the line of desired data.
 - Press the ENTER key.

After you press the ENTER key, ICAR displays the CASEHIST screen associated with the person and case role selected from the list of results.

- ◆ **NAME:** ICAR displays the name of each case participant that matches the search criteria you entered.
- ◆ **SOC-SEC NUMBER:** ICAR displays the social security number associated with each case participant that matches the search criteria you entered.
- ◆ **PERSON ID NBR:** ICAR displays the ICAR-assigned person identification number associated with each case participant that matches the search criteria you entered.
- ◆ **CASE NUMBER:** ICAR displays the case number associated with each case participant that matches the search criteria you entered.
- ◆ **RES CO:** ICAR displays the county code of the county in which the payee lives.
- ◆ **CASE ROLE:** ICAR displays the role of each case participant that matches the search criteria you entered.
- ◆ **CASE WRKR:** ICAR displays the worker ID of the caseworker to whom each case was assigned before being archived to the archive case history file.

Using the HISTSrch Screen

As with the NAMESRCH screen, the HISTSrch screen has a variety of ways to search for a case participant. The following list covers the varied combinations you can use to search for a case participant.

-
- ◆ Using the NAME (LFMS) field:
 - Enter the last name of the participant in the respective subfields of the NAME (LFMS) field and press the F5 key.
 - Enter the last and first name in the respective subfields of the NAME (LFMS) field and press the F5 key.
 - Enter the last, first, and middle name in the respective subfields of the NAME (LFMS) field and press the F5 key.
 - Enter the last and middle name in the respective subfields of the NAME (LFMS) field and press the F5 key.
 - ◆ Using the SOUNDS LIKE field:
 - Enter the suspected or phonetic spelling for the last name of the case participant in the respective SOUNDS LIKE subfield and press the F5 key.
 - Enter the suspected or phonetic spelling for the last and first names of the case participant in the respective SOUNDS LIKE subfields and press the F5 key.
 - Enter the suspected or phonetic spelling for the last, first, and middle names of the case participant in the respective SOUNDS LIKE subfields and press the F5 key.
 - Enter the suspected or phonetic spelling for the last and middle names of the case participant in the respective subfields of the NAME (LFMS) field and press the F5 key.
 - ◆ Using the SSN field: Enter the social security number for the participant and press the F5 key.
 - ◆ Using the CASE ROLE field: Enter the case role (PAYEE, PAYOR, CHILD, ALLGD) in the CASE ROLE field and press the F5 key to enhance your name or SSN search.

Note: You may use the CASE ROLE field in conjunction with the NAME (LFMS), SOUNDS LIKE, or SSN fields. You cannot search for a case participant by using only the case role.
 - ◆ Using the CASE NUMBER field: Enter the case number in this field and press the F5 key.

After using one of these methods of searching for a case participant, you can do one of the following:

- ◆ Select a record to view the CASEHIST screen for that case. To do so:
 - Press the F8 and F7 keys to scroll back and forth between multiple pages of results to find the person you need to select.
 - Tab to the SEL field next to the name you wish to view and enter an “S” in the field.
 - Press the ENTER key. ICAR takes you to the CASEHIST screen for that participant’s case.
- ◆ Repeat your search on the NAMESRCH screen using the PF6 function. When you complete a search on HISTRCH and press F6, ICAR does the following:
 - Copies the search criteria you entered in NAME (LFMS), SOUNDS LIKE, SSN, CASE, and ROLE fields.
 - Displays the NAMESRCH screen.
 - Enters the search criteria from HISTRCH into the applicable fields on NAMESRCH.
 - Press F5 to use the search criteria to search cases on ICAR.

Note: The NAMESRCH screen has a similar F6 function to bring you to the HISTRCH screen. When you press F6 on the NAMESRCH screen, ICAR copies the search criteria from the NAMESRCH screen to the HISTRCH screen and uses the search criteria to search cases in history. You do not need to press F5 to complete the search.

Case History Information Screen (CASEHIST)

On the CASEHIST screen, ICAR displays the most basic data stored in the archived case history file. In addition, you may request a printed case report from the CASEHIST screen. This printed report contains a more comprehensive overview of the case. See [9-1-Appendix](#) for information about this report.

To access the CASEHIST screen, select a record from the HISTRCH screen or enter “CASEHIST” in the NEXT SCREEN field on any screen in ICAR.

```

D479HH02          IOWA COLLECTION AND REPORTING SYSTEM          DATE: 99/99/99
                   CASE HISTORY INFORMATION                     TIME: 99:99:99

CASE NUMBER.....:                                CASE WORKER ID....:
ROLE              NAME                BIRTHDATE  SOC.SEC NBR  STATE  ACCT
                ..                    ..          ..        ..      ID      TYPE
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..
                ..                    ..          ..        ..

CASE OPEN DATE....:                                C.O. COUNTY FIPS....:
CASE CLOSED DATE..:                                COURT ORDER #.....:
REDIRECTION FLAG..:                                REQUEST REPORT.....:
REASON CODE.....:                                 NEW CASE NBR.....:
IMAGED.....:

PF2=ADD CASE, PF3=REQ RPT, PF5=INQUIRY, PF7=PG BWD, PF8=PG FWD, CLEAR=EXIT
NEXT SCREEN:          NOTES:
PLEASE ENTER CASE NUMBER
    
```

Fields, descriptions, and values on the CASEHIST screen are:

- ◆ **CASE NUMBER:** Enter the case number, up to seven characters, and press the F5 key. ICAR displays the case record.
- ◆ **CASE WORKER ID:** ICAR displays the ID number for the last worker assigned to the case.
- ◆ **ROLE:** ICAR displays the role for each participant on the case.
- ◆ **NAME:** ICAR displays the name of each participant on the case.
- ◆ **BIRTHDATE:** ICAR displays the date of birth of each participant on the case.
- ◆ **SOC. SEC NBR:** ICAR displays the SSN of each participant on the case.
- ◆ **STATE ID:** ICAR displays the state ID of each participant on the case.
- ◆ **ACCT TYPE:** ICAR displays the account type associated with each case participant on the case.
- ◆ **CASE OPEN DATE:** ICAR displays the case open date.

- ◆ **C.O. COUNTY FIPS:** ICAR displays the county Federal Information Processing Standards (FIPS) code for the court order listed on the case.
- ◆ **CASE CLOSED DATE:** ICAR displays the case closed date.
- ◆ **COURT ORDER #:** ICAR displays the court order number listed on the original case.
- ◆ **REDIRECTION FLAG:** ICAR displays one of two entries in this field:
 - Y: ICAR redirected the case to the clerk of court.
 - N: ICAR did not redirect the case to the clerk of court.
- ◆ **REQUEST REPORT:** ICAR allows one of three entries:
 - Y: Enter a “Y” in this field and press the F3 key twice to request a report S479H012-A, *Archived Case Report*. ICAR creates the report and makes it available in your office’s EGreenbar folder the next day.
 - P: Enter a “P” in this field and press the F3 key twice to request a certified payment record, also known as a PAYREC. Use code “P” when you release the payment record to the payee or payor. ICAR prints the record at night to the local office that requested the report.
 - I: Enter an “I” in this field and press the F3 key twice to request a certified payment record without the fund source and batch information, also known as a VPAYREC. Use code “I” when you release the payment record to other authorized parties. ICAR prints the report at night to the local office that requested the report.
- ◆ **REASON CODE:** ICAR displays the case closure reason code in this field.
- ◆ **NEW CASE NBR:** ICAR displays the case number of the rebuilt case.
- ◆ **IMAGED:** ICAR displays one of two entries:
 - Y: Case documents are imaged.
 - N: Case documents are not imaged.

Viewing an Archived Case

To view the core data on the CASEHIST screen:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.

Requesting a Report

To request report S479H012-A, *Archived Case Report*, from the CASEHIST screen:

- ◆ Enter a “Y” in the REQUEST REPORT field on the CASEHIST screen.
- ◆ Press the F3 key twice to update the screen.

ICAR places the report in your office’s EGreenbar folder the next day. The report will be available for 14 days. The report file name will be formatted as follows: W479h012 CASEHIST RPT <CASE NUMBER> <DATE REPORT REQUESTED>.

You can upload the electronic *Archived Case History Report* directly to imaging using the imaging uploading procedures. These reports should be indexed in the imaging system as follows:

- ◆ DOC TYPE NAME = Archived Case History Report
- ◆ TRAN TYPE = PERMDOCS

Requesting a Payment Record

State and federal regulations prohibit the Unit from disclosing certain payment fund sources to parties other than the payor or payee. ICAR displays a fund source code next to all payments made on a case to indicate the source of the payment.

You have two options for generating a payment record from the CASEHIST screen:

- ◆ Print a complete payment record, also known as PAYREC. A complete payment record contains all payment information for a case, including the fund source code for each payment. Distribute this payment record **only to the payee and payor**. Do not distribute this version of the payment record to any other parties.
- ◆ Print an incomplete payment record, also known as VPAYREC. An incomplete payment record contains all payment information for a case but does not include the fund source code for each payment. You may distribute this payment record to the payor, payee, or other authorized recipients. Authorized recipients include:
 - The payor, payee, or caretaker
 - An attorney for the payor, payee or caretaker

- Another state or Tribal IV-D agency
- An approved foreign child support agency with a valid reciprocal agreement
- A US attorney, DIA administrative law judge (ALJ), district court judge or other valid legal authority
- A party with a valid release of information (ROI) from a case party

To request a payment record from the CASEHIST screen:

- ◆ Enter a “P” (PAYREC) or an “T” (VPAYREC) in the REQUEST REPORT field on the CASEHIST screen.
- ◆ Press the F3 key twice to update the screen.

ICAR prints this report at night to the local office that requested the report.

Rebuilding a Case

You may find it necessary to rebuild an archived case. You may rebuild a case from the CASEHIST screen. The resulting “rebuilt” case possesses only a minimal amount of the original case’s information.

Note: If a past 11 account balance is being added, you **must** rebuild a case from the CASEHIST screen. Do **not** create a brand new case in this situation.

To rebuild a case from the CASEHIST screen, do the following:

- ◆ Enter the case number in the CASE NUMBER field on the CASEHIST screen.
- ◆ Press the F5 key.
- ◆ When ICAR displays the case you wish to rebuild, press the F2 key.
- ◆ Press the F2 key a second time to confirm your action.

Remember the following when you rebuild a case:

- ◆ ICAR assigns the case a new case number and displays this number in the NEW CASE NUMBER field on the CASEHIST screen. ICAR issues narrative CLOSE 109 on the new case to document that the case was rebuilt from an archived case. The narrative lists the corresponding archived case number.
- ◆ Your new case has the information that ICAR displays on the CASEHIST screen. It does not include all of the archived information.
- ◆ You must request report S479H012-A, *Archived Case Report*, and upload it to imaging. You need the report so that you can begin to add the necessary information to the newly created ICAR case.
- ◆ Notify Central Office of rebuilt cases if two criteria are met:
 - There is at least one other case on ICAR with the same payee state I.D.
 - A past due 11 account balance is added to the rebuilt case.

In these situations, send an email to CSRU Policy – Dist Team. Include the original case number, the new case number, and the total amount added as a past 11 account balance. A distribution team member will review the information and update the payee's UPPA FIP MONTHLY DETAIL screen so past 11 account balance information isn't incorrectly duplicated in a UPPA calculation.

- ◆ The archived case always remains in the archived case history file, even after you rebuild the case. You can always retrieve information from the old case (including narratives, payment history, payment records, obligation data, etc.) by requesting a report S479H012-A, *Archived Case Report*, from the old case's CASEHIST screen. (See [Requesting a Report](#).)

NARRATIVES

Revised May 25, 2012

Process: **CLOSE** Number: **102**

Text: Notice of Termination, 470-0201, not sent to requestor of services: Obligor/putative father. No valid address. Obligor/putative father deceased. No further action, including levy against estate, can be taken.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY	33	
	REASON	DECDA		

Process: **CLOSE** Number: **103**

Text: Case will close in 60 days because the obligor/putative father is deceased and no further action can be taken. No notice sent because services are not being provided.

Screen:	Field:	Entry:	Flag:	Status:
CASE	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	DECDA		

Process: **CLOSE** Number: **104**

Text: This case has been closed because the obligor or putative father is deceased and no further action can be taken. Closure notice has been sent to the following state(s): <state abbreviation(s)>

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	C	2	4
	TERM NOTICE SENT	MM/DD/YYYY		
	REASON	DECDA		
	CASE CLOSED DATE	MM/DD/YYYY		

Process: **CASE** Number: **109**

Text: This case rebuilt from archived case <archived case number>.

Screen:	Field:	Entry:	Flag:	Status:
CASEHIST		F2 on the CASEHIST screen to rebuild a history case.		

Process: **REFER** Number: **3**

Text: IM has determined that good cause is to be granted to payee. CSRU may proceed with further action on this case without the cooperation of the custodial parent.

Screen:	Field:	Entry:	Flag:	Status:
CASE	STATUS (A/I/C/D/H)	A	25	
	REASON	BLANK		
REFER2	GOOD CAUSE	C		