CABINET FOR FAMILIES AND CHILDREN
DEPARTMENT FOR SOCIAL INSURANCE
"An Equal Opportunity Employer M/F/D"

DIVISION OF CHILD SUPPORT ENFORCEMENT

KASES Network Memo No. 48

TO: Staff, Division of Child Support Enforcement
All IV-D Agents

DATE: June 19, 1998

SUBJECT: Automated Case Closure

A monthly batch job to identify cases that qualify for automated case closure has migrated to KASES. Included in the batch job are cases identified for case closure during the IV-A/IV-D interface. The monthly batch job is run on the third weekend of each month.

To begin the automated case closure process, the system first checks for undistributed money at the case level. If undistributed money is present, case closure is not completed. Instead, the following event and worklist items are created and generated to the responsible caseworker: ACCM - AUTO CASE CLOSURE WITH UNDIST MONEY. The caseworker requests that accounting distribute the money accordingly. After the money is distributed, the caseworker follows procedures to close the case manually.

The system also checks the case process status. When the case process status is LOCT (LOCATION) and the referral unit is SPLS, locate on SPLS activity is closed using KCLO (KASES AUTOMATIC CASE CLOSURE), a new disposition code created for the automatic case closure process. The case is returned to its previous process status and referral unit before being closed. If the noncustodial parent is an active participant in other open IV-D cases, the system returns these cases to their previous process status and referral unit, enters the KCLO locate disposition code, and creates a FLOW worklist to each of the responsible workers. **Staff are to note that KCLO is not a successful location code. Rather, the KCLO disposition code indicates the case assigned to the SPLS referral unit with the LOCT process status was closed and the NCP may again need to be referred to SPLS for locate activity.**

Once a case is identified for automated case closure, a Payee Notice of Intent to Discontinue IV-D Services (Form CS-137) is automatically generated and sent to the custodial parent. The system also sets a trigger to close the case in 60 days when the CS-137 is generated. When the trigger date is reached, the system automatically changes the case status from OPEN to CLSD if the custodial parent does not supply any information necessary to take action, or in the case of a non-K-TAP custodial parent, does not cooperate or reestablish contact with the Division of Child support Enforcement (DCSE). If the custodial parent supplies information necessary to take action within 60 days, the responsible caseworker stops the case closure process by deleting the closed STATUS code and EFF DATE on the Update Case screen (ASEC8C). **CASEWORKERS NOTE THAT ACTION MUST BE COMPLETED TO DELETE THE CLOSED STATUS CODE AND EFF DATE IN ORDER TO STOP THE CASE CLOSURE PROCESS.**

When a case identified for case closure is reapproved for K-TAP or Medical Assistance during the IV-A/IV-D interface, the system automatically deletes the trigger date.

A Notice of Continuing Withholding (Form CS-8) is automatically generated under specific conditions when a batch trigger is received from KAMES with a discontinuance code of 550 (CHILD 18, NOT MEETING SCHOOL ATTENDANCE REQUIREMENTS), 552 (CHILD TOO OLD TO RECEIVE ASSISTANCE, or 556 (ONLY DEPENDENT CHILD IS DECEASED). The specific conditions under which the CS-8 generates are: the total subaccount balances are >$500 or > $0.00 with payments received in the last 12 months AND the pay order type is WAGE, or any open subaccount has an income withholding indicator of Y, or the UI BYE date is greater than the current date.

The system also completes the automated case closure process whenever a caseworker identifies an NPA case for case closure and completes the following actions: **The caseworker leaves the case open and manually enters the appropriate closure code in the CLOSED field on the Update Case screen (ASEC8C).** The nightly batch job enters the effective date for closure as 60 days from the date the closed code was input and generates the CS-137. If the custodial parent does not respond to the CS-137 within 60 calendar days or is unable to provide information which will allow action to continue, the system automatically continues the case closure process when the trigger date is reached.

However, staff are advised the system will not automatically close the case if a CS-137 is completed <u>manually</u>, Also, if a CS-137 is completed manually, a closed code <u>is not</u> entered on screen ASEC8C until the 60 days have passed and the case is manually closed.

The system looks at the closed code to begin the automated case closure process. If the closed code is entered initially or before the 60 days have passed, the system will see this as the beginning of the automated case closure process and send out another CS-137.

Some case closure procedures require a Notice Modifying Prior Notice (VN) be automatically generated. For cases that require a VN, the system will print the document to the HR KASES VOID NOTICE LETTERS report on the Report Management and Distribution System (RMDS). Each area office will print their VN documents from the report once a month and complete the document accordingly: list the names of the parties to whom a copy of the VN is sent; sign, notarize, and make the appropriate number of copies of the VN; and mail a copy of the VN to each concerned party.

Automatic case closure will not continue on cases in counties that do not accept VN documents. The following event is created and worklist item is generated to notify caseworkers which cases require Payee Changes be done judicially: JARC - JUDICIAL ACTION REQD - REDIRECT CS. Caseworkers must follow procedures to close these cases manually.

When a case with a wage assignment or UI agreement in effect is identified for case closure, the system continues with the automated case closure process. The following event and worklist items are created and generated to the responsible caseworker: ACCW - END WAGE/UI FOR AUTO CASE CLOSURE. Depending on the case closure reason, the caseworker takes appropriate action regarding the wage agreement or UI agreement.

DCSE STAFF AND CONTRACTING OFFICIAL STAFF ARE TO SAVE AND FILE THIS MEMO FOR FUTURE REFERENCE.

STEVEN P. VENO, DIRECTOR
DIVISION OF CHILD SUPPORT ENFORCEMENT

Cross References:	Child Support Manual of Procedures, Subsection 20.070 Kentucky Prosecutors' Child Support Enforcement Handbook, Subsections 31.010, 31.020, 31.030, 31040, 31.050, and 31.060
Retention:	Until Superseded
Inquiries:	DCSE Staff - Supervisors IV-D Agents - Area Office Managers