

Case Closing Policy and Procedure

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General Case Closure Criteria

It is DOR policy to assist parents in establishing paternity and establishing, modifying, and enforcing child support and health care coverage orders. However, there are cases where DOR can no longer provide services, either because the circumstances have changed or our best efforts have been unsuccessful, and a case should be closed. This policy sets out the criteria a case must meet before it may be closed. There are general case closing criteria that all cases must meet as well as additional specific criteria under each case closing reason.

A case must meet all these general case closing criteria before it can be closed. Staff must ensure all criteria are met before starting the case closing process. If COMETS HD starts the case closing process automatically and generates worklist items, staff must address all worklist items.

The general case closing criteria all IV-D cases must meet before staff can close the case on COMETS HD are as follows:

- There are no outstanding (i.e., non-escheated) Disbursement or Account Holds, or if there are, the noncustodial parent has another case to which the money can be distributed (i.e., hold is not case-specific, and receipt has a Pay Source that is eligible for distribution to another case).
- If the custodial parent owes repayment to DOR of payments he or she received in error, the case may close, and any money owed by the custodial parent will follow the custodial parent to his or her other cases. If the custodial parent has only one case, contact the custodial parent to request repayment. If the custodial parent does not agree to repay DOR, contact CSE Finance for next steps on how to proceed with the case.
- WLIs generate when a case is pending closure and at final closure for a review of the case if there are any outstanding legal actions.
- All enforcement actions that require a manual shut down or termination must be shut down or terminated prior to case closing. Staff must determine whether any manual steps must be taken to reinstate any licenses or registrations, release any liens, or terminate any other enforcement actions.

Notes:

- With the exception of Judgment of Support and Arrears Satisfied or Unenforceable Under State Law (where the case is closed because DOR records indicate that the obligor no longer has a current support order and owes no arrears, interest or penalties or arrears are unenforceable under state law), closing a IV-D case does not mean that the noncustodial parent no longer has a child support obligation or no longer owes past-due support. It means that DOR is no longer seeking to enforce the current support obligation or arrears.
- In this policy, case closure refers to the closure of the IV-D case and DOR is no longer providing services. A IV-D case that closes under this policy may become an open Non-IV-D Income Withholding Only or State Case Registry Only case.

Pre-Obligated or Obligated (Closing reasons for pre-obligated or obligated IV-D cases)

NCP Only Income from SSI or SSI and SSDI/SSR	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(9)</p>
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent’s present income is from Supplemental Security Income (SSI) or both SSI payments and Social Security Disability Insurance (SSDI) or Social Security Retirement (SSR) benefits and has been for at least the last 3 years.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Verify that the noncustodial parent meets both of the following requirements: <ol style="list-style-type: none"> 1. The noncustodial parent has been receiving SSI or a combination of SSI and SSDI or SSR for the last three years (any gaps in the receipt of benefits are due only to the noncustodial parent’s incarceration or receipt of other needs based benefits). <li align="center">- AND - 2. The noncustodial parent has no assets which can be levied or attached for support. • Case may not have an active Responding Intergovernmental Perspective. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • If paternity has not been established, contact the custodial parent and consider whether DOR should proceed to establish paternity. • If there is no child support order and the NCP is on SSI or a combination of SSI and SSDI or SSR, DOR will seek a child support order for the presumptive minimum amount under the Child Support Guidelines. DOR will then close the case when the NCP has received SSI or a combination of SSI and SSDI or SSR for 3 consecutive years or one year from the date of establishment of the order, whichever is later. <ul style="list-style-type: none"> ○ Example #1: NCP has been open on SSI for 3 or more years when the new child support order is established. The case may be closed one year after the order entered. ○ Example #2: NCP has been open on SSI for 1 year when the new child support order is established. The case may be closed 2 years after the order entered. • If you are closing the case using the NCP Only Income from SSI or SSI and SSDI or SSR, be sure to enter case notes that document the noncustodial parent has been receiving SSI or SSI and SSDI or SSR for 3 years or more. • If there is a current child support order that was established for more than the minimum Child Support Guidelines in effect at the time of establishment and it has not been modified, offer to assist the noncustodial parent with a modification seeking any

appropriate credit for dependent benefits prior to closing the case. This will give the custodial parent the opportunity to obtain SSDI dependent benefits for which the minor child might be eligible.

Time Period	Guidelines Amount
February 15, 2006 to September 14, 2017	\$80 per month (\$18.46 per week)
September 15, 2017 to October 4, 2021	\$25 per week
October 5, 2021 forward	\$12 per week

Notices

What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?

	60-Day	Final
CP	F50254 (or F50300 to Dept. of Children and Families)	F50196 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC06) or Transmittal #2.
NCP	none	F50272

NCP Permanently Disabled							
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(8)</p>						
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent cannot pay support for the duration of the child’s minority (or after the child has reached majority) because he or she has a medically-verified total and permanent disability with no evidence of support potential and no income or assets are available above the subsistence level which can be levied or attached for support.</p>						
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Verify that the noncustodial parent is totally and permanently disabled by meeting both of the following requirements: • Obtain a letter or other documentation from a doctor, or other health care provider, confirming the total and permanent disability. <p style="text-align: center;"><u>AND</u></p> <ol style="list-style-type: none"> 2. Determine that the noncustodial parent has no income or assets above the subsistence level which can be levied or attached for support. <ul style="list-style-type: none"> • Case may not have an active Responding Intergovernmental Perspective. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • “No income or assets above the subsistence level” means the noncustodial parent can demonstrate no earning capacity or that the amount of the child support would create an extreme economic hardship. Staff should consider all attributable and excluded sources of income, assets, and benefits available to the parent and may consider the parent’s reasonable expenses, provided they are clearly justified and actually paid by the parent. • If paternity has not been established, contact the custodial parent, and consider whether DOR should proceed to establish paternity. • If there is a current child support order that was established for more than the minimum Child Support Guidelines in effect at the time of establishment and it has not been modified, offer to assist the noncustodial parent with a modification prior to closing the case. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Time Period</th> <th>Guidelines Amount</th> </tr> </thead> <tbody> <tr> <td>February 15, 2006 to September 14, 2017</td> <td>\$80 per month (\$18.46 per week)</td> </tr> <tr> <td>September 15, 2017 to October 4, 2021</td> <td>\$25 per week</td> </tr> </tbody> </table>	Time Period	Guidelines Amount	February 15, 2006 to September 14, 2017	\$80 per month (\$18.46 per week)	September 15, 2017 to October 4, 2021	\$25 per week
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NCP	none	F50272	

Six Month NCP No Locate (automated reason only) (See Operational Guidance)	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(7)(ii)</p>
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent’s location remains unknown after DOR has made diligent efforts using multiple sources to locate the noncustodial parent over the defined period in a case in which DOR does <i>not</i> have sufficient information (i.e., DOR does not have a verified or unverified Social Security number and does not have a date of birth) to use automated resources.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • The noncustodial parent has not: <ul style="list-style-type: none"> • had a verified or unverified Social Security number at any point during the relevant 6-month period. • had a date of birth at any point during the relevant 6-month period. • had a Social Security number with a verification status of valid at any point during the relevant 6-month period. • had a primary or alternate active address or employment with a verification status of valid at any point during the relevant 6-month period. • made a payment (to any case) during the relevant 6-month period. • has not had any earnings or asset information during the relevant 6-month period. • DOR has been attempting to locate the noncustodial parent during the relevant period (and all efforts have been unsuccessful). • DOR sent a request (F40054) for information to the custodial parent at least once per quarter during the relevant 6-month period. <p>Note: This noticing requirement does <i>not</i> apply to cases that have maintained a case type of Foster Care during the entire noticing period.</p> <p><u>Location efforts include:</u></p> <ul style="list-style-type: none"> • DOR sent a request (F40054) for information to the custodial parent at least once per quarter during the relevant 6-month period. • Manual attempts to locate the noncustodial parent have been made at least two times during the relevant 6-month period, and the efforts are documented in the activity log on COMETS HD. • Verify DOR followed up on any new information that was received or discovered, and that the new information did not provide location information or a Social Security number for the noncustodial parent.

	<ul style="list-style-type: none"> • There must be no SSN or address added to COMETS between the time the 60-day letter was sent and the final closure. • COMETS HD will automatically close the case after 65 days if the case continues to qualify. • Case may not have an active Responding Intergovernmental Perspective. 											
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1" data-bbox="386 386 1707 711"> <thead> <tr> <th data-bbox="386 386 466 427"></th> <th data-bbox="466 386 861 427">60-Day</th> <th data-bbox="861 386 1707 427">Final</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 427 466 641">CP</td> <td data-bbox="466 427 861 641"> F50540 (or F50300 to Dept. of Children and Families) </td> <td data-bbox="861 427 1707 641"> F50258 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC5B) or Transmittal #2. </td> </tr> <tr> <td data-bbox="386 641 466 711">NCP</td> <td data-bbox="466 641 861 711">none</td> <td data-bbox="861 641 1707 711">none</td> </tr> </tbody> </table>				60-Day	Final	CP	F50540 (or F50300 to Dept. of Children and Families)	F50258 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC5B) or Transmittal #2.	NCP	none	none
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CP	F50540 (or F50300 to Dept. of Children and Families)	F50258 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC5B) or Transmittal #2.										
NCP	none	none										

One Year NCP No Locate (automated reason only) (See Operational Guidance)	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(7)(iii)</p>
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent’s location remains unknown after DOR has made diligent efforts using multiple sources to locate the noncustodial parent over the defined period in a case in which DOR does <i>not</i> have sufficient information (i.e., a verified Social Security number) to use automated resources.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • The noncustodial parent has not: <ul style="list-style-type: none"> • had a Social Security number with a verification status of valid at any point during the relevant one-year period. • had a primary or alternate active address or employment with a verification status of valid at any point during the relevant one-year period. • made a payment (to any case) during the relevant one-year period. • has not had any earnings or asset information during the relevant one-year period. • The noncustodial has had either: <ul style="list-style-type: none"> • an unverified Social Security number; or • a name and date of birth, but no Social Security number. • DOR has been attempting to locate the noncustodial parent during the relevant one-year period (and all efforts have been unsuccessful). • DOR sent a request (F40050) for information to the custodial parent at least once per quarter during the relevant one-year period. <p>Note: This noticing requirement does <i>not</i> apply to cases that have maintained a case type of Foster Care during the entire noticing period.</p> <p><u>Location efforts include:</u></p> <ul style="list-style-type: none"> • DOR sent a request (F40050) for information to the custodial parent at least once per quarter during the relevant one-year period. • Manual attempts to locate noncustodial parent have been made at least two times during the relevant one-year period, and the efforts are documented in the activity log on COMETS HD.

- Verify DOR followed up on any new information that was received or discovered, and that the new information did not provide location information or a Social Security number for the noncustodial parent.
- There must be no SSN or address added to COMETS between the time the 60-day letter was sent and the final closure.
- COMETS HD will automatically close the case after 65 days if the case continues to qualify.
- Case may not have an active Responding Intergovernmental Perspective.

Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?											
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NCP	none											
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none												

Two Year NCP No Locate (automated reason only) (See Operational Guidance)		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(7)(i)	
Description	What is the description of this case closing reason? The noncustodial parent’s location remains unknown after DOR has made diligent efforts using multiple sources to locate the noncustodial parent over the relevant period in a case in which DOR has sufficient information (<u>i.e.</u> , a Social Security number) to use automated resources.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • The noncustodial parent has: <ul style="list-style-type: none"> • had a primary active Social Security Number with a verification status of valid at all times during the relevant two-year period. • not had an active address or employment with a verification status of valid at any point during the relevant two-year period. • not made a payment (to any case) during the relevant two-year period. • not had any earnings or asset information during the relevant two-year period. • DOR has made automated quarterly attempts using all appropriate locate sources during the relevant two-year period. • DOR sent a request (F40013) (Annual Custodial Parent Information Request) for information to the custodial parent at least once per year during the relevant two-year period. • The case may not have an active Responding Intergovernmental Perspective. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	F50048 (or F50300 to Dept. of Children and Families)	F50197 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC05) or Transmittal #2.
NCP	none	none

CP No Contact							
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(15)</p>						
Description	<p>What is the description of this case closing reason?</p> <p>In a case in which the recipient of services does not receive public assistance (including MassHealth, for which there is an assignment of rights and referral to DOR), DOR is unable to contact the recipient of services despite a good faith effort to contact the recipient through at least two different methods.</p>						
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Confirm that DOR cannot contact the custodial parent because: <ul style="list-style-type: none"> • We cannot <i>locate</i> him or her (i.e., a letter - other than a 60-day notice of closing- is returned from the post office as undeliverable (RPO) and no information regarding a new address can be found); or • The custodial parent failed to contact DOR within 60 days in response to at least two different methods of contact. Examples of contact include a letter asking that he or she contact DOR (and the letter was not returned RPO) and either a phone call leaving a message, an email, or another letter. The custodial parent’s failure to contact us is not a failure to cooperate (case closing reason Noncooperation) unless his or her contact with us is essential for us to proceed with the case. If the contact is essential for us to proceed, see the Noncooperation reason. • The case type must be NPA or Former TANF. • There are no obligations with a non-Mass FIPS Code and a balance greater than zero. • The total of assigned principal and interest plus penalty is less than \$500. • The case may not have an active Responding Intergovernmental Perspective. 						
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CP	F50049 (or F50300 to Dept. of Children and Families)	F50197 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC05) or Transmittal #2.					

	NCP	none	none	
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Foreign Citizen							
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(10)</p>						
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent 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; has no reachable domestic income or assets; and there is no federal or state treaty or reciprocity with the country.</p>						
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Verify that the noncustodial parent: <ul style="list-style-type: none"> • is a citizen of, and lives in a foreign country; • does not work for the federal (U.S.) government or a company with a United States office; • has no income or assets in the U.S. that can be attached or levied for support; and • that neither the U.S. nor DOR has a treaty or reciprocity with the country. • The case may not have an active Responding Intergovernmental Perspective. <p>Notes: You can verify that the noncustodial parent is a foreign citizen by any one of the following:</p> <ul style="list-style-type: none"> • Interviewing the custodial parent to determine why he or she believes the noncustodial parent is a foreign citizen (<i>e.g.</i>, the custodial and noncustodial parent were living together in the foreign country when the custodial parent left with the child). • Obtaining a written statement from the custodial parent about the noncustodial parent’s citizenship and whereabouts. • Obtaining proof of the noncustodial parent’s deportation. • Using standard locate sources. 						
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CP	F50134 (or F50300 to Dept. of Children and Families)	F50197 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC07) or Transmittal #2.					

	NCP	none	none	
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Incarcerated NCP		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(8)	
Description	What is the description of this case closing reason? The noncustodial parent cannot pay support for the duration of the child’s minority (or after the child has reached the age of majority) because he or she is incarcerated with no evidence of support potential and no income or assets above the subsistence level are available which can be levied or attached for support.	
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • For cases where the youngest dependent is under the age of 18, verify that the noncustodial parent will be incarcerated beyond the child’s 18th birthday. • For cases where the youngest dependent is over the age of 18, verify that the noncustodial parent will be incarcerated for more than 1 year from the date of the review. <p><u>In addition to either one of the above criteria, BOTH of the following criteria must also be met:</u></p> <ol style="list-style-type: none"> 1. Verify that there is no evidence of support potential above a minimum subsistence level and there are no income or assets available to the noncustodial parent which could be levied or attached for support; and 2. The case may not have an active Responding Intergovernmental Perspective. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • “No income or assets above the subsistence level” means the noncustodial parent can demonstrate no earning capacity or that the amount of the child support would create an extreme economic hardship. Staff should consider all attributable and excluded sources of income, assets, and benefits available to the parent and may consider the parent’s reasonable expenses, provided they are clearly justified and actually paid by the parent. A parent who receives SSI or a combination of SSI and SSDI or SSR is <i>deemed to have no earning capacity.</i> • If paternity has not been established, contact the custodial parent to discuss establishing paternity before pursuing case closure. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	F50253	F50195

		(or F50300 to Dept. of Children and Families)	If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC06) or Transmittal #2.	
	NCP	none	F50272	

Initiating IV-D Agency Failed to Cooperate	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(17)</p>
Description	<p>What is the description of this case closing reason?</p> <p>DOR as the responding agency has documented failure by the initiating IV-D agency to take an action that is essential for the next step in providing services.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Confirm that DOR has documented the initiating IV-D agency's failure to take an action that is <i>essential</i> for the next step in providing services despite being asked to do so; and • Confirm that there has been at least one CSENet MSC GRUPD request to the other state for the information or action we need and it has been 35 days since the initial CSENet request for information was sent to the IV-D agency by transmittal. (Note: If the other state is not CSENet ready, COMETS HD will generate a Transmittal #2 to the other state, but staff must still submit the CSENet transaction through COMETS HD. Skipping this step and manually generating a Transmittal #2 will prevent COMETS HD from tracking timelines and closing the case.) • There is one (and only one) open intergovernmental referral associated with the case. • There are no balances due any other state. • Case must have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • If multiple intergovernmental referrals are associated with a case, an individual referral may be closed if it meets the requirements for case closure as if it were the only referral associated with the case. • If DOR asks the initiating IV-D agency to opt-out and they do not respond, this qualifies as a reason to close the case for this reason. • See Intergovernmental P&P for more information.

Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
	CP	F50246 to the Initiating State IV-D Agency (or the CSENet MSC P GSC14).*
NCP	none	F50267

Locate Only Services Provided										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(11)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>DOR was asked for and provided location-only services.</p> <p>Note: This is for manually closing Locate Only cases converted from Legacy. COMETS HD does not open case for Locate Only services. Locate Only services are managed at the participant level, not the case level, in COMETS HD.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <p>Case must be Locate Only.</p>									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>none</td> <td>none</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>none</td> </tr> </tbody> </table>		60-Day	Final	CP	none	none	NCP	none	none
	60-Day	Final								
CP	none	none								
NCP	none	none								

Institutionalized NCP										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(8)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent cannot pay support for the duration of the child’s minority, (or after the child has reached the age of majority) because he or she is institutionalized in a psychiatric facility with no evidence of support potential and no income or assets are available above the subsistence level which can be levied or attached for support.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • For cases where the youngest dependent is under the age of 18, verify that the noncustodial parent is institutionalized in a psychiatric facility and cannot pay support beyond the child’s 18th birthday. • For cases where the youngest dependent is over the age of 18, verify that the noncustodial parent is institutionalized in a psychiatric facility. <p><u>In addition to the one of the above criteria, BOTH of these criteria must also be met:</u></p> <ol style="list-style-type: none"> 1. There is no evidence of support potential above a minimum subsistence level and there are no income or assets available to the noncustodial parent which could be levied or attached for support; and 2. Case may not have an active Responding Intergovernmental Perspective. <p><u>Note:</u> If paternity has not been established, contact the custodial parent to discuss establishing paternity before pursuing case closure.</p>									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>F50254 (or F50300 to DCF)</td> <td>F50196 If case has an active Initiating Intergovernmental Perspective, request to close sent to responding state via CSENet (MSC P GSC06) or Transmittal #2.</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>F50272</td> </tr> </tbody> </table>		60-Day	Final	CP	F50254 (or F50300 to DCF)	F50196 If case has an active Initiating Intergovernmental Perspective, request to close sent to responding state via CSENet (MSC P GSC06) or Transmittal #2.	NCP	none	F50272
	60-Day	Final								
CP	F50254 (or F50300 to DCF)	F50196 If case has an active Initiating Intergovernmental Perspective, request to close sent to responding state via CSENet (MSC P GSC06) or Transmittal #2.								
NCP	none	F50272								

Intact Family (NCP now living with family in a PA or NPA case) (See Operational Guidance)		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(5)	
Description	What is the description of this case closing reason? The noncustodial parent is living with the minor child and the other parent and the IV-D agency has determined that services are not appropriate or are no longer appropriate.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Confirm that the noncustodial parent is living with the minor child and the other parent. (Confirmation can come from a variety of sources including from a court order for custody, a written statement from the other parent, confirmation from DTA that the family is together, etc.) • Case type may be NPA, Former TANF, TANF or Title XIX. • Case may be obligated or pre-obligated. • Case may not have an active Responding Intergovernmental Perspective. <p>Notes: If the case is obligated, offer to assist the parties in returning to court to terminate the order.</p> <ul style="list-style-type: none"> • The parents should be encouraged to make use of DOR services to establish/acknowledge paternity if paternity has not been established. If a paternity complaint has been filed, the attorney or Regional Counsel must be consulted prior to closure. • A referral from DTA requires that the assistance is being provided due to the absence of the noncustodial parent. If both parents are living together with the minor child, there is no absence, and the referral is inappropriate and the case should be closed 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	See Operational Guidance.	F50268 See Operational Guidance.

		If case has an active Initiating Intergovernmental Perspective, manually send request to close to responding state via CSENet or a Transmittal #2.
NCP	none	F50269 or F50273 See Operational Guidance.

NCP Primary Caregiver (See Operational Guidance)										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(5)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>The noncustodial parent is living with the minor child as the primary caregiver and the IV-D agency has determined that services are not appropriate or are no longer appropriate.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Confirm that the noncustodial parent is living with the minor child(ren) as the primary caregiver for the child. (Confirmation can come from a variety of sources including from a court order for custody, a written statement from the custodial parent, etc.) • Case type may be NPA, Former TANF, TANF or Title XIX. • Case may be obligated or pre-obligated. • Case may not have an active Responding Intergovernmental Perspective. <p>Note: If a paternity complaint has been filed, the attorney or Regional Counsel must be consulted prior to closure.</p>									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td> <p>none</p> <p>See Operational Guidance.</p> </td> <td> <p>none or F50264</p> <p>See Operational Guidance.</p> <p>If case has an active Initiating Intergovernmental Perspective, manually send request to close to responding state via CSENet or a Transmittal #2.</p> </td> </tr> <tr> <td>NCP</td> <td> <p>none</p> </td> <td> <p>none or F50273</p> </td> </tr> </tbody> </table>		60-Day	Final	CP	<p>none</p> <p>See Operational Guidance.</p>	<p>none or F50264</p> <p>See Operational Guidance.</p> <p>If case has an active Initiating Intergovernmental Perspective, manually send request to close to responding state via CSENet or a Transmittal #2.</p>	NCP	<p>none</p>	<p>none or F50273</p>
	60-Day	Final								
CP	<p>none</p> <p>See Operational Guidance.</p>	<p>none or F50264</p> <p>See Operational Guidance.</p> <p>If case has an active Initiating Intergovernmental Perspective, manually send request to close to responding state via CSENet or a Transmittal #2.</p>								
NCP	<p>none</p>	<p>none or F50273</p>								

		See Operational Guidance.	
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NCP Deceased	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(4)</p>
Description	<p>What is the description of this case closing reason?</p> <p>The death of a noncustodial parent or alleged father has been verified and no further action, including a levy against the estate, can be taken.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Verify the noncustodial parent’s or the alleged father’s death by obtaining information from one of the following: <ul style="list-style-type: none"> • The death certificate (or equivalent confirmation via RVRS interface) (if the death was in Massachusetts, the death certificate can be obtained from the Registry of Vital Statistics (RVRS)); • A court order in which the noncustodial parent’s death is decreed; • The FPLS SVES data match; or • Obituary notice. • Consult with an attorney to confirm that no assets in any estate can be taken to pay past-due support (<u>e.g.</u>, search for assets on Lexis Advance, speak with the custodial parent, etc.) • The case may not have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • Inactivate the noncustodial parent’s address on COMETS to stop systemic notices from generating during the time that you are searching for assets. • If the noncustodial parent was a resident of Massachusetts who died more than 1 year ago, the time to file a claim against the estate, or to establish paternity, would have passed. Therefore, you need to consult with an attorney only if the noncustodial parent was an out-of-state resident or a Massachusetts resident who died less than 1 year ago. In addition, you should consult with an attorney if DOR already filed a real estate lien against the noncustodial parent’s property as that lien would remain in effect. • The Social Security Administration (SSA) “Death Match” does not confirm death and cannot be used as verification of death for the purpose of closing the case for this reason. • If the NCP’s death occurred outside of the U.S.A. and a death certificate from that country cannot be obtained, the death can be confirmed by the CP in writing or with another reliable source of information.

Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
	CP	Final
	F50200 (or F50300 to DCF)	F50132 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC03) or Transmittal #2.
NCP	none	none

Noncooperation											
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(16)										
Description	What is the description of this case closing reason? In a case in which the recipient of services does not receive public assistance, DOR has documented the circumstances of the recipient's noncooperation and an action by the recipient of services is essential for the next step in providing IV-D services.										
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Confirm that DOR has documented that the custodial parent has not cooperated with DOR by failing to take an action <i>essential</i> for the next step in providing services despite being asked to do so. (If the action is not essential, you may be able to close the case for CP No Contact.) • There is no open intergovernmental referral associated with the case whether or not there is an associated balance. • Case type must be NPA or Former TANF and the total assigned arrears and interest plus penalty are less than \$500. • Case may not have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • Reasons for which a nonpublic assistance case may be closed for Noncooperation include but are not limited to: the custodial parent did not appear in court, failed to complete a document necessary to proceed, or missed a genetic marker test or other appointment. • If there is pending litigation in the case, COMETS HD will generate a worklist item to an attorney that the case is getting ready to close and the attorney would normally dismiss the legal action. 										
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?										
	<table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>F50076</td> <td>F50197</td> </tr> <tr> <td></td> <td></td> <td>If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC12) or Transmittal #2.</td> </tr> </tbody> </table>		60-Day	Final	CP	F50076	F50197			If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC12) or Transmittal #2.	
	60-Day	Final									
CP	F50076	F50197									
		If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC12) or Transmittal #2.									

	NCP	none	F50272	
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Opt Out	
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(12)
Description	What is the description of this case closing reason? The non-public assistance recipient of services requests closure of a case and there are no public assistance arrears and no assignment of rights to the state for medical support.
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Confirm that the recipient of services is eligible to opt-out (Note: The recipient of NPA services is the parent that applied for services. Usually this is the custodial parent but could also be the noncustodial parent. Either way, only the person who submitted the application for NPA services can actually opt out. • The custodial parent is not receiving TANF and there is no referral from MassHealth indicating that there is an active assignment of rights for medical support. • The total of assigned principal and interest plus penalty is less than \$500 or is unenforceable under state law (see Arrears Under \$500 or Arrears are Unenforceable Under State Law case closing reasons for criteria). • Confirm that the applicant for services made a request to DOR to terminate services (verbally or signed a statement or stipulation with the other parent indicating that they no longer want IV-D services). • Case type must be NPA or Former TANF. • The case cannot have an accruing non-Mass FIPS obligation or a balance for a non-Mass FIPS obligation or an open intergovernmental referral. <p>Notes:</p> <ul style="list-style-type: none"> • This case closing reason might also apply if the custodial parent called in response to a 60-day case closing notice for some other closing reason and said he or she wanted to close the case (this request must be detailed in the case activity log). • If the case has a current support order with income withholding, HD will convert the case from an open IV-D case to an open Non-IV-D Income Withholding Only case. The customer must return to court if he or she wants the income withholding order terminated.
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?

	60-Day	Final
CP	none	Confirmation Letter: F50264 to CP (COMETS HD will not generate a form if the case flips to Non-IV-D.) If case has an active Initiating Intergovernmental Perspective, manually send request to close to responding state via CSENet or a Transmittal #2.
NCP	none	Confirmation Letter: F50273 to the NCP (COMETS HD will not generate a form if the case flips to Non-IV-D.)

Opt Out by IV-D Agency – Initiating State Closed Case		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(18)	
Description	What is the description of this case closing reason? The initiating agency has notified the responding agency that the initiating agency has closed its case under § 303.7(c)(11).	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • This closing reason is valid only for cases where Massachusetts is the responding state. • There is one (and only one) open intergovernmental referral associated with the case or only one referral is being closed. • The only obligations with a balance have a foreign FIPS code for the same state as that of the (single) open non-Massachusetts referral associated with the case. If any balances are owed to another entity, DOR can close the interstate perspective only, not the whole case, as DOR must continue to provide services to those other entities. <p>Notes:</p> <ul style="list-style-type: none"> • If multiple intergovernmental referrals are associated with a case, an individual referral may be closed if it meets the requirements for case closure as if it were the only referral associated with the case. • See Intergovernmental P&P for more information. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	CSENet (MSC P GSC16) or Transmittal #2 to initiating state IV-D agency.
NCP	none	F50267

Opt Out by IV-D Agency – Intergovernmental Services are No Longer Needed		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(19)	
Description	What is the description of this case closing reason? The initiating agency has notified the responding agency that its intergovernmental services are no longer needed.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • This closing reason is valid only for cases where Massachusetts is the responding state. • There is one (and only one) open intergovernmental referral associated with the case or only one referral is being closed. • The only obligations with a balance have a foreign FIPS code for the same state as that of the (single) open non-Massachusetts referral associated with the case. If any balances are owed to another entity, DOR can close the interstate perspective only, not the whole case, as DOR must continue to provide services to those other entities. <p>Notes:</p> <ul style="list-style-type: none"> • If multiple intergovernmental referrals are associated with a case, an individual referral may be closed if it meets the requirements for case closure as if it were the only referral associated with the case. • See Intergovernmental P&P for more information. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	CSENet (MSC P GSC16) or Transmittal #2 to initiating state IV-D agency.
NCP	none	F50267

Pre-Obligated Only (Closing reasons used in pre-obligated IV-D cases)

Not in Best Interest to Establish Paternity		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(6)(iii)	
Description	What is the description of this case closing reason? Paternity cannot be established because DOR has determined that it would not be in the best interests of the child to establish paternity in a case involving incest or rape, or in any case where legal proceedings for adoption are pending.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Establishment of paternity is not in the best interest of the child and must be verified and documented in the case. • No dependents in the case may have a paternity status of Never at Issue or Established. • Case may not have an active Responding Intergovernmental Perspective. • Staff must obtain approval from an attorney or supervisor. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	F50255 (or F50300 to DCF)	F50198 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4C) or Transmittal #2.
NCP	none	none

Biological Father Unknown								
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(6)(iv)							
Description	What is the description of this case closing reason? The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one interview by DOR with the custodial parent.							
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> Confirm father is not named on the official birth record. <u>Note:</u> For a child born in Massachusetts, confirm using the RVRS birth certificate. For a child not born in Massachusetts, confirm using the official birth record from the state where the child was born. If the child was born outside of the United States, consult with your supervisor as to how to proceed. Conduct an interview with the custodial parent regarding the identity of the biological father and note in the case activity log the date of the interview and the result. If the custodial parent cannot provide the biological father’s name, but does provide other information, you must follow up on that information to see if you can find out the father’s name. If the name cannot be identified, the noncustodial parent’s last name must be listed on COMETS HD as “UNKNOWN.” Case may not have an active Responding Intergovernmental Perspective. <p>Note: The term “identity” under the federal regulations means the name (<i>any</i> name) of the biological father; therefore, even if the only information we have about the biological father is that his name is John Smith, we cannot close a case for this reason. The name of the noncustodial parent/alleged father must be “unknown.”</p>							
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?							
	<table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>F50256 (or F50300 to Dept. of Children and Families)</td> <td>F50259</td> </tr> </tbody> </table>		60-Day	Final	CP	F50256 (or F50300 to Dept. of Children and Families)	F50259	
	60-Day	Final						
CP	F50256 (or F50300 to Dept. of Children and Families)	F50259						

			If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4D) or Transmittal #2.	
	NCP	none	none	

Exclusion/ Alleged Father Excluded		
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(6)(ii)	
Description	What is the description of this case closing reason? Paternity cannot be established because a genetic marker test, a court, or administrative process has excluded the alleged father and no other alleged father can be identified.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Verify receipt of exclusionary genetic marker paternity tests or exclusion based on court order. • Contact the custodial parent to discuss the results and find out if she can identify a new alleged father. • If the custodial parent provides information about a new alleged father, follow current operational instructions for the appropriate steps to take on COMETS HD regarding the new information. • Obtain a judgment of non-paternity in any court action filed against the excluded alleged father. • Paternity Establishment Status must be excluded. • Case may not have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • If the custodial parent is receiving public assistance, she is required to have a conversation with DOR about whether she can name a new alleged father. • Case closing is appropriate only if the alleged father has been excluded for all children in the case. If there is more than one child on the case and the alleged father is not excluded for all children, follow current operational instructions for the appropriate steps to take on COMETS HD to ensure that the case has the correct case construct. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	F50263 (or F50300 to Dept. of Children and Families)	F50197

			If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4B) or Transmittal #2.	
	NCP	none	F50269	

Paternity Barred by Statute of Limitations / DPs Over 18											
Citation	What is the citation for this case closing reason? 45 CFR §303.11(b)(6)(i)										
Description	What is the description of this case closing reason? Paternity cannot be established because the child is at least 18 years old and action to establish paternity is barred by a statute of limitations.										
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> Massachusetts has no statute of limitations on the establishment of paternity but DOR’s scope of services for initiating court actions generally is limited to cases with minor children. DOR does not routinely provide services to establish paternity for children over the age of 18, so this case closure reason would apply only in a rare case where the child is over the age of 18, but DOR has decided to provide services, Massachusetts does not have any jurisdiction to establish paternity, and the state we asked to establish paternity has a statute of limitations on paternity establishment. Confirm that paternity cannot be established in the responding state because the child is at least 18 years old and action to establish paternity is barred by a statute of limitations in the responding state. All children in the case must be over 18 or have a Paternity Establishment Status of “At Issue.” The case must be pre-obligated. Case may not have an active Responding Intergovernmental Perspective. <p>Note: You must obtain Regional Counsel approval before using this case closing reason.</p>										
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?										
	<table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>F50249 (or F50300 to Dept. of Children and Families)</td> <td>F50261 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4A) or Transmittal #2.</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>none</td> </tr> </tbody> </table>		60-Day	Final	CP	F50249 (or F50300 to Dept. of Children and Families)	F50261 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4A) or Transmittal #2.	NCP	none	none	
	60-Day	Final									
CP	F50249 (or F50300 to Dept. of Children and Families)	F50261 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC4A) or Transmittal #2.									
NCP	none	none									

Pre-Obligated Good Cause		
Citation	What is the citation for this case closing reason? 45 CFR §in303.11(b)(14)	
Description	What is the description of this case closing reason? In a case without a child support order, there has been a finding by DTA, MassHealth, or DCF that there is good cause or other exceptions to cooperation with DOR’s child support enforcement efforts and child support enforcement may not proceed without risk of harm to the child or caretaker. Or, in a case where the custodial parent is not on public assistance, DOR has determined that child support enforcement efforts may not proceed without a risk of harm to the child or custodial parent.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> DTA, MassHealth, DCF, or DOR found that there is good cause for the custodial parent not to cooperate with DOR. Case type may be NPA, Former TANF, TANF, Title XIX, or Foster Care. Case must be pre-obligated. Case may not have an active Responding Intergovernmental Perspective. The case has never had a current support obligation, health insurance, or court established arrears. <p>Notes:</p> <ul style="list-style-type: none"> Cases in which only MassHealth has made a Good Cause finding (i.e., the custodial parent doesn’t want the noncustodial parent to provide health care coverage due to safety concerns) can remain open to establish and enforce a child support order, but DOR would not establish or enforce a medical support order. (Good Cause Status on HD is Granted and Source is Title XIX.) See the Obligated Good Cause closure reason for cases that have an obligation or had one at any time in the past. If the case is NPA, it can only be closed for this reason by using the User Initiated Closure Panel at the bottom of the Case Status Detail page. COMETS HD will not allow users to update the good cause status to granted on NPA cases which would result in the system automatically closing the case. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	none

			If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC10) or Transmittal #2.	
	NCP	none	none	

Obligated Only (Closing reasons for obligated IV-D cases)

NCP in Long Term Care			
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(3)</p>		
Description	<p>What is the description of this case closing reason?</p> <p>There is no longer a current support order, the children have reached the age of majority, the noncustodial parent is entering or has entered long-term care arrangements (such as a residential care facility or home health care), and the noncustodial parent has no income or assets available above the subsistence level that could be levied or attached for support.</p>		
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • Verify that the noncustodial parent meets both of the following requirements: <ul style="list-style-type: none"> 1. There is no longer a current support order, the children have reached the age of majority, and obtaining a letter or other documentation from a doctor, or other health care provider, confirming that the noncustodial parent is entering or has entered long term-care arrangements. <p style="text-align: center;"><u>AND</u></p> 2. The noncustodial parent has no income or assets above the subsistence level which can be levied or attached for support. <ul style="list-style-type: none"> • Case may not have an active Responding Intergovernmental Perspective. <p>Note: “No income or assets above the subsistence level” means the noncustodial parent can demonstrate no earning capacity or that the amount of the child support would create an extreme economic hardship. Staff should consider all attributable and excluded sources of income, assets, and benefits available to the parent and may consider the parent’s reasonable expenses, provided they are clearly justified and actually paid by the parent. A parent who receives SSI or a combination of SSI and SSDI or SSR is <i>deemed to have no earning capacity.</i></p>		
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">60-Day</td> <td style="width: 50%; text-align: center;">Final</td> </tr> </table>	60-Day	Final
60-Day	Final		

	CP	F50254 (or F50300 to Dept. of Children and Families)	F50196 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC06) or Transmittal #2.	
	NCP	none	F50272	

Obligated Good Cause	
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(14)</p>
Description	<p>What is the description of this case closing reason?</p> <p>In a case with a child support order, DTA, MassHealth, or DCF may determine that the custodial parent has good cause or other exceptions to cooperation with DOR's child support enforcement efforts and that CSE may not proceed without risk of harm to the child or caretaker. Or, in a case where the custodial parent is not on public assistance, DOR has determined that child support enforcement efforts may not proceed without a risk of harm to the child or custodial parent.</p>
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • DOR, DTA, MassHealth or DCF found that there is good cause for the custodial parent or caretaker not to cooperate with DOR. • Case type may be NPA, Former TANF, TANF, Title XIX, or Foster Care. • Case may not have an active Responding Intergovernmental Perspective. • Case has or had a current support obligation, health insurance order, or court established arrears. • If there is a current support order, consult with attorney and then talk to the custodial parent to ensure he or she is aware that a current support order is in place and understands the actions that may be taken to terminate the current support order. (See Safety Concerns Policy and Procedure.) • If income withholding has been ordered by a Massachusetts Court, the case type will change to Non-IV-D Income Withholding Only when it is closed. Staff must close the resulting Non-IV-D case for Administrative Closure to prevent the case from changing to IV-D upon receipt of any updates from DTA. <p>Notes:</p> <ul style="list-style-type: none"> • Staff must obtain supervisory approval before closing a case for this reason. • Cases in which only MassHealth has made a Good Cause finding (i.e., the custodial parent doesn't want the noncustodial parent to provide health care coverage due to safety concerns) can remain open to establish and enforce a child support order, but DOR would not establish or enforce an order for health care coverage. (Good Cause Status on HD is Granted and Source is Title XIX). • If the case is NPA, it can only be closed for this reason by using the User Initiated Closure Panel at the bottom of the Case Status Detail page. COMETS HD will not allow users to update the good cause status to granted on NPA cases which would result in the system automatically closing the case.

Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?		
	60-Day	Final	
CP	none	none	If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC10) or Transmittal #2.
NCP	none	none	

Judgment of Support and Arrears Satisfied										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(1)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>There is no longer a current support order, and the noncustodial parent owes no arrears, interest, or penalties. This case closing reason is used when a court has terminated a child support obligation or the child support order terminated by operation of law.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • COMETS HD will initiate closure of the case automatically if there is no longer a current support obligation (including an obligation for cash medical support) and the total arrears, interest, and penalty are zero. • The case may not have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • This closing reason may not be used if there is an existing order for current support. If the parties reconcile or custody changes, court or other action is required to terminate the current support order before this closing reason may be used. • The current support order is terminated by operation of law if the child is adopted, if the custodial parent or child dies, or if there is a G.L. 209C support order and the parties subsequently marry. Consult with a Regional Counsel or his or her designee if you have a case where you think the order terminates by operation of law. 									
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CP	F50252 (or F50300 to Dept. of Children and Families)	F50241 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC02) or Transmittal #2.								
NCP	none	F50247								

Arrears Less Than \$500										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(1)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>There is no longer a current support order, and the total arrears, interest and penalty owed are \$500 or less.</p> <p>This case closing reason is used when a court has terminated a child support obligation or the child support order terminated by operation of law.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • There is no longer a current support order. • The arrears, interest, and penalty are less than \$500. • The case may not have an active Responding Intergovernmental Perspective. <p>Notes:</p> <ul style="list-style-type: none"> • This closing reason may not be used if there is an existing order for current support. If the parties reconcile or custody changes, court or other action is required to terminate the current support order before this closing reason may be used. • The current support order is terminated by operation of law if the child is adopted, if the custodial parent or child dies, or if there is a G.L. 209C support order and the parties subsequently marry. Consult with a Regional Counsel or his or her designee if you have a case where you think the order terminates by operation of law. 									
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	60-Day	Final								
CP	F50252 (or F50300 to Dept. of Children and Families)	F50241 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC02) or Transmittal #2.								
NCP	None	F50247								

Arrears are Unenforceable Under State Law										
Citation	<p>What is the citation for this case closing reason?</p> <p>45 CFR §303.11(b)(1)</p>									
Description	<p>What is the description of this case closing reason?</p> <p>There is no longer a current support order, and the arrears owed by the noncustodial parent are unenforceable.</p> <p>This case closing reason is used when a court has terminated a child support obligation or the child support order terminated by operation of law.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • There is no longer a current support order. • The arrears may be unenforceable under state law for different reasons. Two examples would be, 1) if the statute of limitations for enforcing a judgment has lapsed or 2) there is an order prohibiting DOR to use its administrative remedies to enforce an order and DOR has determined that it is not appropriate to return to court to remove the prohibition. • The case may not have an active Responding Intergovernmental Perspective. • A Regional Counsel must confirm that arrears are unenforceable under state law. 									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>F50252 (or F50300 to Dept. of Children and Families)</td> <td>F50241 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC02) or Transmittal #2.</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>F50247</td> </tr> </tbody> </table>		60-Day	Final	CP	F50252 (or F50300 to Dept. of Children and Families)	F50241 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC02) or Transmittal #2.	NCP	none	F50247
	60-Day	Final								
CP	F50252 (or F50300 to Dept. of Children and Families)	F50241 If case has an active Initiating Intergovernmental Perspective, send request to close to responding state via CSENet (MSC P GSC02) or Transmittal #2.								
NCP	none	F50247								

Administrative Closing (IV-D)

Change in CP/IV-D Administrative Closure (change in custody, CP on this case no longer has custody)

Citation	What is the citation for this case closing reason? 303.11(b)(20)	
Description	What is the description of this case closing reason? This reason is used when the CP is no longer the grantee in a public assistance case or no longer has custody of the child(ren) in the IV-D case and it is inappropriate to establish, enforce or continue to enforce a child support order and the caretaker has not applied for our services.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • There is no accruing support obligation (including a cash medical support obligation and/or a zero obligation with a future end date) associated with the case. • There is no active order for the noncustodial parent to provide health insurance coverage. • Case may not have an active Responding Intergovernmental Perspective. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • When a case is closed for this reason, the case type will not change to Non-IV-D Income Withholding Only or State Case Registry Only regardless of the order status. This is an exception to the general rule. • When closing a case for this reason (<u>e.g.</u>, a pre-obligated case where the grantee changes and another case is being opened), note the case number of the case that remains open in the activity log of the closed case. • This reason cannot be used in a never assistance case. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	none
NCP	none	none

Other IV-D Admin Closure (other reason why IV-D services are no longer appropriate to provide on this case)										
Citation	<p>What is the citation for this case closing reason?</p> <p>None</p> <p>This case closing reason is not provided for in the federal regulations; however, it may be used in appropriate circumstances to close a IV-D case.</p>									
Description	<p>What is the description of this case closing reason?</p> <p>This case closing reason is limited to situations where a previously closed IV-D case must be reopened to perform an administrative task that cannot be done on a case with a closed status.</p> <p>The main reason why a case would close for this reason is the case had to be reopened solely to take or repeat some administrative action that should have been taken when the case was open to finalize the closing.</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • There is no accruing support obligation (including a cash medical support obligation and/or a zero obligation with a future end date) associated with the case. • There is no active order for the noncustodial parent to provide health insurance coverage. • Case may not have an active Responding Intergovernmental Perspective. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • Because this is not one of the federal case closing reasons, only authorized staff may close cases using this reason to ensure that no federal case closing requirements are being violated. • When a case is closed for this reason, the case type will not change to Non-IV-D Income Withholding Only or State Case Registry regardless of the order status. This is an exception to the general rule. • Be sure to include very detailed notes in the activity log to explain why it is being closed for this reason. 									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>none</td> <td>none</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>none</td> </tr> </tbody> </table>		60-Day	Final	CP	none	none	NCP	none	none
	60-Day	Final								
CP	none	none								
NCP	none	none								

Non-IV-D (Closing Reasons for Non-IV-D Withholding Only and SCR Only Cases)

Non-IV-D Current Support Order Ended and No Court Ordered Support Arrears Balance (automated only)		
Citation	What is the citation for this case closing reason? Federal case closing provisions do not apply to Non-IV-D Cases.	
Description	What is the description of this case closing reason? COMETS HD will systemically close the case when the current support obligation has ended and there is a court ordered support arrears payment, but the arrears balance is zero.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Current support obligation has ended. • Court ordered support arrears payment, but the arrears balance is zero. • The case is a Non-IV-D Income Withholding Only case. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	F50503
NCP	none	F50503

Non-IV-D Current Support Order Ended and No Court Ordered Arrears Payment (automated only)		
Citation	What is the citation for this case closing reason? Federal case closing provisions do not apply to Non-IV-D Cases.	
Description	What is the description of this case closing reason? COMETS HD will systemically close the case when the current support obligation has ended and there is no court ordered support arrears payment.	
Criteria/Procedure	What criteria must be met and what procedures must be followed before a case can be closed for this reason? <ul style="list-style-type: none"> • Current support obligation has ended. • No court ordered support arrears payment. • The case is a Non-IV-D Income Withholding Only case. 	
Notices	What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?	
	60-Day	Final
CP	none	F50503
NCP	none	F50503

Non-IV-D Administrative Closure										
Citation	<p>What is the citation for this case closing reason?</p> <p>Federal case closing provisions do not apply to Non-IV-D Cases.</p>									
Description	<p>What is the description of this case closing reason?</p> <p>n/a</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • The closing reason is valid only for Non-IV-D Income Withholding Only cases. • This reason is primarily used when a case should not be <i>reopened automatically</i> based on a match with the DTA interface for safety concern reasons. (If a new application or public assistance service referral is received, staff will get a WLI to approve or reject the reopening of the case.) 									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1" data-bbox="386 756 1709 938"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>none</td> <td>none</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>none</td> </tr> </tbody> </table>		60-Day	Final	CP	none	none	NCP	none	none
	60-Day	Final								
CP	none	none								
NCP	none	none								

State Case Registry/ No Current Order										
Citation	<p>What is the citation for this case closing reason?</p> <p>Federal case closing provisions do not apply to State Case Registry or Non-IV-D Cases.</p>									
Description	<p>What is the description of this case closing reason?</p> <p>n/a</p>									
Criteria/Procedure	<p>What criteria must be met and what procedures must be followed before a case can be closed for this reason?</p> <ul style="list-style-type: none"> • The closing reason is valid for State Case Registry only cases. • COMETS HD will indicate a State Case Registry case is closed when the current support order is terminated. If there is no record of the current support order, COMETS HD will close the case automatically when the youngest dependent reaches age 23. • The order was established by a MA court, there is no accruing support obligation (including a cash medical support obligation and/or a zero obligation with a future end date) associated with the case. 									
Notices	<p>What 60-day and final case closing notices does COMETS HD generate when a case is closed for this reason?</p> <table border="1"> <thead> <tr> <th></th> <th>60-Day</th> <th>Final</th> </tr> </thead> <tbody> <tr> <td>CP</td> <td>none</td> <td>none</td> </tr> <tr> <td>NCP</td> <td>none</td> <td>none</td> </tr> </tbody> </table>		60-Day	Final	CP	none	none	NCP	none	none
	60-Day	Final								
CP	none	none								
NCP	none	none								

Revision History	<p>➤ Issued January 19, 2022. This policy and procedure supersedes the version issued on December 29, 2016.</p>
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