



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

May 17, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Change Made to the Case Closure Criteria

REQUIRED ACTION:       Information Only       Time Sensitive  Immediate

Effective Monday, May 24, 2021, Child Support Services (CSS) will implement a change to the list of federally approved case closure criteria. Pursuant to 45 CFR 303.11(b)(20) of federal regulations, the IV-D agency may elect to close a case if the case meets the following criteria and supporting documentation for the case closure decision is maintained in the case record:

“Another assistance program, including IV-A, IV-E, and Medicaid, has referred a case to the IV-D agency that is inappropriate to establish, enforce, or continue to enforce a child support order and the custodial or noncustodial parent has not applied for services.”

A new case closure code CINR (inappropriate referral sent) will be added in the Automated Collection and Tracking System (ACTS). CSS is not required to provide the custodial parent with advance notice of the intent to close the case and use of this code closes the case immediately. ACTS creates a "CINR" case event to record the closure. Workers will also use this code if a referral from NC FAST creates a duplicate case in ACTS. This code is not be used as a reason for closure in either an initiating or responding CSS case. At this time, this reason code must not be used to close a case because a custodial parent required to cooperate with CSS has failed to do so.

Policy related to Case Closure can be found in Chapter K, Topic 6, Section B of the CSS Manual.

If you have any questions, please contact the Policy and Training Unit at [csetraining@dhhs.nc.gov](mailto:csetraining@dhhs.nc.gov) or contact your Regional Program Representative.

Sincerely,

Carla L. West  
Senior Director for Economic Security  
North Carolina Child Support Director

cc: Regional Program Representatives

CSS\_21\_28

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES**

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