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**EFFECTIVE** June 1, 2000

**SUBJECT**

1. Combined IV-D Policy Manual
2. IV-D Case Closure Policy Revisions
3. Online Manuals

## **1. COMBINED IV-D POLICY MANUAL**

**Effective** March 20, 2000

Attached is the first rewritten item combining the three IV-D policy manuals (FOC, CSM and PAH) into one combined manual. The rewritten item is a combined Case Closure item.

CSM 130, Case Closure, is rewritten to reflect IV-D case closure policy for FOCs, PAs and Support Specialists. Headers indicate who a particular section applies to.

This combined format will eventually result in **one** manual for IV-D policy. As changes occur which result in item revisions, the manual policies will be combined, if appropriate. Combined items will be released to all manual holders.

There will be a transition period during which you may be referred to another item for needed policy. For example, case closure policy for the FOC is currently located in FOC Item 235. We have revised FOC Item 235 to say "See IV-D Policy Manual Item 130" and will continue to cross-reference this way until the IV-D Policy Manual is complete.

## **2. IV-D CASE CLOSURE POLICY REVISIONS**

**Effective** March 20, 2000

IV-D case closure policy in CSM Item 130 is revised to reflect changes in federal regulations and to address suggested changes from field staff. Major changes are as follows:

- An interstate case may be closed when the initiating state fails to take an action or provide information needed for support action. A 60 day advance notice of closure must be sent to the initiating state.
- A nonassistance case may be closed when you are unable to contact the client over a 60-day period, including at least one letter sent by first class mail. (Prior policy required a certified letter but allowed closure after 30 days of no contact.)

- You may close a case when, over a three-year period, multiple attempts to locate a noncustodial parent fail, **and** there is sufficient information to initiate an automated locate effort. If there is insufficient information for the automated locate effort, you may close after one year when multiple attempts fail to locate the noncustodial parent.
- Cases in which the parties reconcile before an order is established may now be closed due to “Client Request” (unless active FIP, Medicaid or Food Stamps).
- Case opened in error may now be closed.

### 3. ONLINE MANUALS

This is to announce the first electronic release of the IV-D Manual (4DM). The IV-D Manual is a new publication that will consolidate the Child Support Manual (CSM), Friend of the Court Manual (FCM), and Prosecuting Attorney Manual (PAM). Items will be periodically added to this manual, including maintenance instructions for the CSM, FCM, and PAM. This is also the initial release of the IV-D Bulletin (4DB).

Detailed instructions for accessing the online manual are as follows:

1. Select the “**Online Manuals**” icon from the desktop, **or** from the “**Start**” menu, select “**FIA Applications,**” then “**Online Manuals.**”  
“**Online Manual News**” will appear.
2. Select “**Exit to OLM.**”
3. Select “**OK**” in the “**OLM Parameters**” dialogue box.
4. Select “**IV-D Manual**” in the FrameViewer dialogue box.
5. Select “**4DM**” to view the manual itself or “**4DB**” for bulletins.
6. Access each manual item by selecting the item link from the “**Table of Contents.**”

Although Online Manuals (OLM) are currently accessible through the Family Independence Agency’s ASSIST system only, it will be available via the Internet in the near future.

There are resources available to assist the new Online Manuals (OLM) user with information retrieval. ASSIST User Manual (AUM) 050 provides “**Step-by-Step Instructions for Accessing Online Manuals (OLM)**” from the Online Manuals icon.