

Case #: Closure Code: Date Begin: Date Closed: Worker Name:

Enforcement Case Closure Checklist						
Screen	Closure	Assessment	Yes	No	N/A	If No:
Document Library	All	Has a calculation been completed in the past 12 months?				Continue Enter appropriate task code for financials to complete DRU
Case Information	All	Is case unlocked?				Continue Ask supervisor to unlock
Obligations	All	Have all debts been deactivated?				Continue Initiate F0099
Contact (SP)	901	If Support Payor deceased, has deceased death date been verified?				Continue Verify death (certificate, obit, ss)
Contact (SP)	901	If Support Payor deceased, has it been 6 months from SP expiration?				Continue Wait for 6 months time frame
Legal Tracking	All	Are all hearings and legal actions completed?				Continue Review with Attorney
Doc Generation	908	Is the completed Support Recipient withdrawal form or letter in the file?				Continue Stop until provided by Support Recipient
Case Bal Summary	All	Are current and arrears paid in full or state owed less than \$500?				Continue Review closure code
Disbursement	All	Has all money been disbursed to case?				Continue Release suspense
Administrative review	All	Have all admin reviews been completed?				Continue Contact Admin Review
Case Information	All	Was the Non-IV-D case closed while the IV-D was open?				Continue Review with Financials Unit
Income Withholding	All	Has the IWO been stopped if required?				Continue Send stop IWO
Judgment/lien Info	All	Have all administrative liens been released?				Continue Send Lien Release to appropriate Recorder's Office
Judgment/lien Info	All	Have judgment liens been satisfied if required?				Continue Refer SOJ to Attorney General's Office
Case Information	All	Has the closure code been put in and initiatecase closure field checked?				Continue Select the proper closure code from drop down box
Activity History	All	Has M9813 been entered with reason & code?				Continue Enter code into Activity History
Doc Generation	All	Did the notice print without error?				Continue See error codes
Doc Generation	All	Has closure notice been sent?				Continue Send correct notice
Pending Closure Actions						
Suppressions	All	Have remedies been suppressed to stop automated collections?				Continue Suppress all enforcement action
Member Fin. Asset	All	Have all asset seizure actions been closed?				Continue Contact FIDM for review
License Information	All	Has the MVD lien been released? (only if no other child support cases)				Continue Update license information to release
Task Details	All	Have all outstanding tasks been completed?				Continue Review for completion
Case Payment	All	Have all payments cleared?				Continue Refer to appropriate Financials Team
Activity History	All	Have all administrative reviews been completed?				Continue Refer to Admin Review Unit
Document Generation	All	Has case been opened at CoC if it is required?				Continue Send FCSE0001 F0781001 and FCSE1001F0782001
Final Closure						
Case Information	All	Has pending closure period expired?				Continue Wait for period to expire
Case Closure	All	Does closure letter sent match closure code on case closure?				Continue Restart with correct code
Document Library	All	Have all requests for case to remain open been reviewed?				Continue Review & take action
Task Details	All	Have all tasks been worked or purged?				Continue Work or Purge items
Document Library	All	Has the proper notice of closure been generated?				Continue Manually generate the closure letter
Activity History	All	Did the case close on time without error?				Completed See error codes
Document Library	All	Send completed Checklist to be scanned to the file				Completed

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- *Closure Code Notes**
1. 883 SR Deceased
 901 SP Deceased
 Deceased date must exist on Contacts - Demographics - Deceased Information
 All SP deceased cases will remain open at least 6 months to determine if an estate exists. Determination is to be made by Attorney General's office.
 908 Unreimbursed<\$500/CP Requests Closure – Must verify case arrears and have CP written request to close the case.
 913 No Longer a Current Support Order – At least 1 Child on the case has not emancipated and debts are paid in full. 921 No Arrears/No Obligation – All children on the case have emancipated and debts are paid in full.
 2. Cases being closed when the obligations have not been paid in full do not require:
 - a. The IWO should be stopped if we are not referring the case to Non-IVD. We don't want payments posting to a closed case.
 - b. SOJ be referred for any judgment that debt is still owing
 3. Cases with Arizona orders being closed when the obligations are still accruing and/or have not been paid in full are required to be open with the appropriate Clerk of Court.
 4. 912 Loss of Contact – If any of the following conditions exist, then closure is stopped:
 - a. SR provided change of address, or member details
 - b. SR contacted DCSS by phone, email or mail
 - c. SR requests a fair hearing (good cause/sanction)
 - d. SR responds to the 14 day letter
 - e. SR non-coop or sanctioned by a program
 - f. SR walked into a DCSS office
 - g. Correspondence was received by DCSS
 - h. Program code has changed to CAI
 - i. Good Cause status change
 - j. Correspondence received from Other Jurisdiction (OJ)
 - k. A request fo additional info is received from the other state
 5. All other cases are to be reviewed on a case by case basis to determine if information exists to warrant stopping the closure process.