



# CHECKLIST

## CP's Request to Review the Disbursement of Support

Review and understand what the CP is questioning, not all issues are CP Complaints. Determine if the question is an inquiry or a complaint concerning the Distribution of support.

<b>If the request from the CP is:</b>	<b>The response from the worker should be:</b>	<b>The issue is CP:</b>
A verbal or written request to know how much the public assistance grant amount is or what's assigned.	The amount and dates listed on the Public Assistance Snapshot (PUAS), CP Program Involvement (CPPI) and Case Transaction History (CATH) screens on ATLAS. If the timeframe is more than the last 13 months check AZTECS for additional on and off dates.	Inquiry
A verbal or written request to know what the TANF on and off dates are.	The amount and dates listed on the Public Assistance Snapshot (PUAS), CP Program Involvement (CPPI) and Case Transaction History (CATH) screens on ATLAS. If the timeframe is more than the last 13 months check AZTECS for additional on and off dates.	Inquiry
A written request to know what happen to the support.	To follow the CP Request to Review the Disbursement of Support P&P.	Complaint
A written request to know why support was not sent to the family.	To follow the CP Request to Review the Disbursement of Support P&P.	Complaint
A written request to know why the state retained the support payment.	To follow the CP Request to Review the Disbursement of Support P&P.	Complaint

### Background Information needed to complete the CP Complaint Analysis:

- Chronological Summary of Court Order Information
- Completed Payment History
- Manual/Automated Check Disbursements
  - Check CAAL
  - Check 1.6 on ATLAS Phase I
- AZTECS DARS
- On/Off cash Assistance Dates
- Grant Amounts
- DIRES Processed
- CPLR CP Ledger Report
- Adjustments
- Void Reissues
- Suspense
- Reversals

### Reports needed:

- Use the CP Ledger Report for each month, review to determine:
  - If the case program was correct
  - Disbursement information
  - Grant amounts
  - Correct disregard and excess amounts

### Other Considerations:

- Conversion 3/96, 10/98, 6/2000, Distribution changes effective 10/2000
- How was the case balanced in the past?

### DES Appellate Services Administration will need a copy of:

The decision letter from DES/DCSE or its IV-D Partners,

The CP's request for hearing and the envelope it was mailed in displaying the postmark and mailroom stamp. Any document, notes from meetings with the CP/NCP, court orders, DARS, CP ledger report, screen prints and a pre-hearing summary providing a overview of the case and the issue. Mail all information to Phoenix Office of Appeals, 207 E. McDowell Ave, Phoenix, AZ 85004, Site Code 066B.