
DCSE Policy & Procedures Update
PPU 03-06-003
June 18, 2003

RE: SNLO Procedures for FAI cases with arrears that are assigned to the State of Arizona

(This is PPU is being reissued again, it was originally issued on April 9, 2003 under PPU 03-04-005.)

This PPU is to notify all IV-D staff that a change has occurred to the current *Suspense Processing* policy and procedures and the Policy Unit will be working to incorporate these changes into the existing Desk Aid and coordinating OPUM sections as soon as possible. Please **SAVE** this email for future reference. You will be notified when Policy has issued any revised desk aids. Please contact the Policy Unit if you have any questions regarding these or any other changes at

***DCSE-POLICY, CSE.POLICY or (602) 274-7951.**

When the CP is lost and support payments are routed to the **SNLO** suspense code, the case must be forwarded to locate. Then the manual locate checklist must be completed and each locate attempt narrated in detail on CAAL. This is a requirement under the Hoffman lawsuit settlement and there may be NO exceptions.

After all locate procedures are exhausted and the CP has not been located for 120 days, the following actions are to be taken on the case(s):

- 1) Send the notice of Undelivered Collections to the NCP from the **Document Request Detail (DORD)** screen, form number **FCSE0001-F0016-001** (copy attached).
- 2) Stop the IWO,
- 3) Send the 912 Loss of Contact Closure Notice to the last known address of the CP.
- 4) If the CP has not responded to the closure notice, after 30 calendar days issue a new IWO for state assigned arrears only. The new IWO shall be for the same amount as the IWO in effect at the time the CP was lost.
- 5) When the NCP responds to the Notice of Undelivered Collections:
 - a) If he grants permission to apply money in SNLO to state assigned arrears, send the response to the CP Ledger team for special disbursement.
 - b) If he does not respond, or does not allow the state to retain the payments in SNLO, refund the payments.
- 6) When payments post from the new IWO, SYSM CSE.POLICY for permission for special disbursement to apply payments to state assigned arrears. If special disbursement is approved:
 - a) The case will be referred to the CP Ledger Team who will monitor the case for payments and disburse the payments in undistributed collections to the state.
 - b) When the state assigned arrears are paid in full, the CP Ledger team will refer the case back to the local office for closure.