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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 04-10-002**  
**October 14, 2004**

**SUBJECT: Requirements for Re-Opening Cases**  
**Closed by ATLAS under Closure Code 827**  
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**Please contact the Policy Unit if you have any questions regarding these or any other changes at**  
**\*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.**

***The IV-D PARTNERS should send POLICY inquiries directly to PGriffin@azdes.gov***  
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This Policy Update is being sent to all staff to address the many requests that are being sent to the Help Desk to re-open cases that were closed with closure code 827 on 9/30/04. **Please do not request the assistance of the Help Desk to re-open these cases.** These cases can be re-opened through the CAST screen without assistance from the Help Desk by using intake procedures.

**Please be sure that you have new information that makes the case workable before re-opening the case.**

1. Staff should not re-open any case when the following information is not available for the non-custodial parent:
  - a. current address,
  - b. employer,
  - c. social security number, or
  - d. date of birth.
2. Cases that have been closed for non-compliance do not meet the criteria to be re-opened unless the custodial person provides information or documentation which makes the case workable.
3. Please review the CAAL narratives before re-opening a case to determine if there is a valid reason for the case to remain closed. Examples of valid reasons to not reopen a case include the NCP is deceased and good cause.