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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 05-02-004**  
**February 14, 2005**

**Subject: Changes to Case Assignment**  
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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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The case assignment changes that you have been waiting for are finally here.

The nightly program that assigns cases has been updated to review the current residential and mailing addresses in order to determine the appropriate County/Office for case assignment. If the residential zip code is within Arizona, then the case will be assigned to the County/Office responsible for that particular zip code from the County Office Boundaries (COOB) screen. If a case cannot be assigned because the residential zip code is blank or out of state, then the mailing zip code will be reviewed. If the mailing zip code is within Arizona, then the case will be assigned to the County/Office responsible for that particular zip code (from COOB).

If the County/Office cannot be determined because the residential and mailing zip codes are blank or out of state, then the case will go into default. The DCSE Maricopa West Valley office will no longer be receiving **all** default cases. Default cases will be assigned on a rotating basis to all DCSE based offices (County Partners are not included). This process is similar to dealing cards: one case is assigned to each office until they are all assigned. Default cases will be distributed to each DCSE Office's default team (for example, 05/001/AAA).

Existing default cases (those currently assigned to 13/004/AAA) were reassigned based on the criteria listed below. Cases with pending litigation (second panel of CAAS has a Legal Intake Date) were not reassigned.

Local/Initiating Cases

- If the current residential or mailing zip code on CPDE was in Arizona, the case was assigned to the County/Office responsible for that particular zip code (from COOB). The system update flags on the CAAS screen were set to Y.
- If the current residential and mailing zip codes were blank or out of state, then all of the previous residential and mailing addresses on CPVL/CPVD were reviewed for a zip code within Arizona. If any of the previous addresses (residential or mailing) had an Arizona zip code, then the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the CPDE.
- If the CP's previous addresses were blank or out of state, then the NCP's current addresses were reviewed. If the current residential or mailing zip code on NCDE was in Arizona, the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system

update flags will reset to Y, when an Arizona residential or mailing address is entered on the CPDE.

- If the NCP's current addresses were blank or out of state, then all of the NCP's previous residential and mailing addresses on NCVL/NCVD were reviewed for an Arizona zip code. If any of the previous addresses had an Arizona zip code, then the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the CPDE.
- If the NCP's previous addresses were blank or out of state, then the case was assigned to a DCSE County/Office using the rotating default system. The system update flags on the CAAS screen were set to N, to keep the case from continuing to reassign through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the CPDE.

### Responding Cases

- If the current residential or mailing zip code on NCDE was in Arizona, the case was assigned to the County/Office responsible for that particular zip code (from COOB). The system update flags on the CAAS screen were set to Y.
- If the current residential or mailing zip code was blank or out of state, then all of the previous residential and mailing addresses on NPVL/NCVD were reviewed for a zip code within Arizona. If any of the previous addresses (residential or mailing) had an Arizona zip code, then the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the NCDE.
- If the NCP's previous addresses were blank or out of state, then the CP's current addresses were reviewed. If the current residential or mailing zip code on CPDE was in Arizona, the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the NCDE.
- If the CP's current addresses were blank or out of state, then all of the CP's previous residential and mailing addresses on CPVL/CPVD were reviewed for an Arizona zip code. If any of the previous addresses had an Arizona zip code, then the case was assigned to the County/Office responsible for that particular zip code. The system update flags on the CAAS screen were set to N, to keep the case from reassigning through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the NCDE.
- If the CP's previous addresses were blank or out of state, then the case was assigned to a DCSE County/Office using the rotating default system. The system

update flags on the CAAS screen were set to N, to keep the case from continuing to reassign through the rotating default system. The system update flags will reset to Y, when an Arizona residential or mailing address is entered on the NCDE.

The LITE and LIPO screens will continue to determine how cases are assigned to Teams and workers.

In addition to the case assignment changes, the CAAS screen was modified to reduce the number of cases moving into default.

Programming was added to automatically update the System Update flags for the County/Office and Team/Position based the criteria below. The flags will update when the current residential or mailing address is entered or modified on CPDE (local or initiating cases) or NCDE (responding cases).

#### Local/Initiating Cases

- If the residential **and** mailing zip code fields on the CPDE screen are blank or out of state (does not start with an 85 or 86), both flags will automatically set to “N”. This will keep the case assigned to the current County/Office and stop it from being assigned to default.
- If either the residential **or** mailing zip code fields on the CPDE screen are in Arizona (starts with 85 or 86), both flags will automatically set to “Y”. This will allow the case to reassign to the appropriate County/Office.

#### Responding Cases

- If the residential **and** mailing zip code fields on the NCDE screen are blank or out of state (does not start with an 85 or 86), both flags will automatically set to “N”. This will keep the case assigned to the current County/Office and stop it from being assigned to default.
- If either the residential **or** mailing zip code fields on the NCDE screen are in Arizona (starts with 85 or 86), both flags will automatically set to “Y”. This will allow the case to reassign to the appropriate County/Office.

Implementation of these changes will take two days. The changes to the case assignment programming and the CAAS screen will take place during the nightly batch processing on Monday, February 14. In addition, existing Statewide default cases will be reassigned Monday night. The worklists associated with the reassigned cases will not move until batch processing runs on Tuesday night, February 15. By Wednesday morning, February 16, all changes will be complete and cases will be assigned using the changes described above.

Attached is a case assignment matrix to assist you in understanding how address changes will affect where cases are assigned.



CASE  
MENT MATRIX.

*Case Assignment Matrix*