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DCSE Policy & Procedures Unit
Policy Update
PPU 05-08-010
August 25, 2005
Subject: Changes to Closure Code 912

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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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ATLAS has been updated with enhancements to the **912 (Loss of Contact) Closure Code**. These enhancements automate the process for closing cases in the Paternity and Establishment functions.

Beginning today, ATLAS will verify that both the residential and mailing addresses on **CPDE** (CP Demographic) are blank. If the addresses are blank, then the system will generate the CP Information Request Letter (**FCSE0001 F0001)**. The letter will be printed from DORD without an address. The Region or County Office will need to review ATLAS for the CP's last known residential or mailing address and use this information to mail the notice. When the **F0001** letter is generated, a 30 business day timeline is set. When the timeline expires, the system will review the **CPDE** screen for any address update that may have occurred within the previous 30 business days and will also review the **CASE ACTIVITY (CAAL)** screen for any contact from the CP. If there has been no address update or response from the CP, the 912 closure notice will be triggered. For the case to be considered for this automated process, both the residential and mailing address on **CPDE** must remain blank. Cases that continue to meet the selection criteria will have the 912 (60 day) closure notice automatically triggered. After the 60 day timeline has expired, the system evaluates the criteria a second time and automatically closes the case with the 912 closure code.

The **CASE ACTIVITY CODES (CAAL)** that will be reviewed when the 30 business-day timeline expires are listed below. If any of these **CAALs** appear on the case, the automated closure process will stop.

M1012	CP RESIDENCE ADDRESS CHANGED
M1013	CP RESIDENCE ADDRESS CHANGED
M1015	CP PARTIAL RESEDENCE ADDRESS ENTERED
M1500	CP RESPONDED TO LETTER FOR INFO
M2121	LETTER RECEIVED FROM CP
M2126	CP WALK IN
M0140	CORRESPONDENCE RECEIVED FROM OJ
M0951	REQUEST FOR ADDL INFO RECEIVED FROM OTHER STATE
M1000	CP NAME CHANGED
M1003	CP SSN CHANGED
M1006	CP DOB CHANGED
M2410	CP NON-COOP BEGAN
M2411	OTHER PROGRAM NOTIFIED OF CP NON-COOP
M2414	CP SANCTIONED FOR NON-COOP
M2415	RECEIVED RESPONSE FROM CP TO 14 DAY LETTER
M2416	CP SANCTIONED FOR NON-COOP WITH IV-A
M2419	NO RESPONSE FROM CP TO 14 DAY LETTER
M2421	CASE GOOD CAUSE STATUS CHANGED TO G1
M2422	CASE GOOD CAUSE STATUS CHANGED TO G2
M2423	CASE GOOD CAUSE STATUS CHANGED TO G3
M2424	CASE GOOD CAUSE STATUS CHANGED TO G4
M2425	CASE GOOD CAUSE STATUS CHANGED TO G5
M2426	CASE GOOD CAUSE STATUS CHANGED TO G6
M2433	CP REQUESTED FAIR HEARING (GOOD CAUSE/SANCTION)
T0050	PHONE CALL TO CP
T0051	PHONE CALL FROM CP
T0052	PHONE CALL RET TO CP
T0053	PHONE CALL RET FR CP

T0054	PHONE CALL ATMPT TO RET TO CP
T0088	E-MAIL RECV'D FROM CP
T0090	E-MAIL RESPONSE SENT TO CP

Sample scenario:

1) If the monthly closure program runs on 9/3/05 and it meets the criteria, then the information request letter will be mailed to the CP.

2) When the 30 business days pass, the monthly closure job will run again on 10/1/05. At that time, the monthly job will run and re-evaluate the case to make sure that it is appropriate and start the automated closure process. If the case is determined to be no longer eligible for the 912 closure, the system will generate the **M9819 NO LONGER MEETS CLOSURE CRITERIA** CAAL code with the reason why the case does not meet the closure criteria (CP contacted office, CP walked in, or CP address updated with the complete address). On 10/1/05, for the cases that meet the closure criteria, the system will automatically trigger the closure 912 (60 day) notices.

3) Once the 60 calendar days have elapsed when the monthly closure job runs 11/5/05, the cases will be automatically closed and the **M9912 CASE CLOSED/CODE 912** CAAL narrative added to the case.