
DCSE Policy & Procedures Unit
Policy Update
PPU 05-08-013
August 31, 2005
SUBJECT: HAYDEN CASE PROCESSING

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

Policy is continuing to receive questions regarding the recent ad-hocs sent to the various DCSE offices and Policy is providing additional instructions to assist with the processing of the cases. Please contact Policy if you have any questions that this PPU cannot answer.

How to process a HAYDEN case:

Step 1: Have the case file review the designated worker and/or seek AG input, if necessary.

There will be cases where it is clear that we have lost the statute of limitations timeframes. The AG does not need to make an LETL entry on every case. The facts may be clear that we have lost the opportunity to go further with the case. The caseworker should document the case by using the CAAL codes from Step 3.

Step 2: Review debts and complete any debt adjustments that are necessary based on the review of the case. Populate the CCH debt with the balance we are about to lose (per calc) and then deactivate. Case debts should always only be deactivated and never zeroed out.

Step 3: You will mark the case or remove the case by placing one of the following CAAL narratives on the case. Depending on the CAAL code used this will be the indicator for future reports and ad-hocs for inclusion or exclusion from the HAYDEN Universe. ***Please discontinue sending requests to remove or add cases to the HAYDEN Universe to Policy, the SAA FIT Team and ATLAS Help Desk, as the codes below are now the HAYDEN Universe case identifiers.***

1. M0017 CASE REVIEWED - MEETS HAYDEN CRITERIA

This code allows the case to stay a part of the HAYDEN Universe and be a part of any future reporting and ad-hocs or automated corrections, or closures. By placing this code on the case, the entire balance owed falls within the HAYDEN criteria.

2. M0018 CASE REVIEWED - DOES NOT MEET HAYDEN CRITERIA

This code allows the case to continue with enforcement and collections efforts and removes it from the overall HAYDEN Universe. This code will also prevent it from showing up on future reports and ad-hocs.

3. M0019 CS RVWD - MEETS HAYDEN/PARTIALLY ENFORCEABLE OBLIGATION

This code will show that the case file has been reviewed, the debts updated and it has been determined how much money on the case is collectible and the SNHA R-narrative can be removed in order for money to process to the corrected case. Suppression should be reset. This code will mark the case if further notification to the NCP or CP if necessary. Inactivate those debts that are not enforceable.

NOTE: Letters will be sent out in the near future on the cases marked with this narrative to determine if the CP can provide information about any JOAs that may already exist.

Step 4: Remove the SNHA R-Narrative from all cases with the CAAL code **M0018 CASE REVIEWED - DOES NOT MEET HAYDEN CRITERIA**. By deactivating the R-narrative it is not necessary to do SURE requests.

NOTE: On any case listed in the HAYDEN Universe, the CP LEDGER Team is not authorized to approve any requests without the placement of one of the CAAL narratives listed in Step 3 above on the case.

Step 5: Remove the suppression indicators from the cases marked with **M0018 CASE REVIEWED - DOES NOT MEET HAYDEN CRITERIA** from the SUDE screen in order for the case to resume processing automated enforcement actions normally.

Step 6: If the case has been reviewed and is marked with the CAAL code **M0017 CASE REVIEWED - MEETS HAYDEN CRITERIA** the caseworker must then review and prepare the case for closure.

Step 7: On cases receiving the **M0017 CASE REVIEWED - MEETS HAYDEN CRITERIA** CAAL code it is necessary to refund ANY money that is now in suspense that was received July 1, 2005 or after.

Step 8: For the cases receiving the M0018 and M0019 CAAL codes, it may also be necessary to remove the cases from the pending closure.

If there are any unanswered questions about a case, please continue to seek advice from your Regional Managers and Regional AGs and or the Policy Unit.