
DCSE Policy & Procedures Unit
Policy Update
PPU 05-12-003

DATE: December 6, 2005

SUBJECT: Intake Timelines for Caretaker Cases

*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 to *DCSE-POLICYQUESTIONS@azdes.gov*

The Systems and Automation Administration (SAA) continues to be flooded with e-mails and SYSMs requesting closure of Caretaker cases that continue to interface to ATLAS. IV-A is in the process of modifying the interface to identify the types of cases that continue to slip through. Because these Caretaker cases are interfacing in error, the Intake Timelines do not apply. SAA will continue to receive files from IV-A to assist in identifying Caretaker cases for closure.

When Caretaker cases are identified in "Intake" you may continue to submit the case numbers to Help Desk or Rose Silva by e-mail or SYSM. Submit cases only once! DO NOT SEND 'FOLLOW-UP' E-MAILS OR SYSMS.

Until staff are available to assist with research, updating, and closing these cases, it may take 5 to 7 business days to complete the required actions. Cases will be processed in the order received.