
DCSE Policy & Procedures Unit
Policy Update
PPU 06-10-006

DATE: October 16, 2006

SUBJECT: Receipt of OCSE 157 Related Information

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS or (602) 274-7951.

*The IV-D PARTNERS should send POLICY inquiries directly to [*DCSE-POLICYQUESTIONS@azdes.gov](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*

This Policy Update is to inform staff of the procedures to follow when information related to the OCSE 157 Report is provided to a Customer Service worker and of the addition of two new case activity codes, **B0014 DATA RELIABILITY INFO RCVD FROM CUSTOMER-TO CASEWORKER** and **B0016 DATA RELIABILITY INFO RVWD AND UPDATED**, and one worklist item **B0004 RVW DATA RELIABILITY INFO FROM CUSTOMER**.

- A. The following is information that can impact the OCSE 157 Report.
1. Deceased information regarding the custodial parent, non-custodial parent, and child
 2. Tribal affiliation information regarding the custodial parent, non-custodial parent, and child
 3. Child(ren)'s date of birth
 4. Born in wedlock (BIW) and Paternity-Child Case (PACC) screen information
 5. Establishment, modification or termination of a court order
 6. Marriage date(s)
 7. Divorce date(s)
 8. Legal separation date(s)
 9. Emancipation information regarding the child(ren)
 10. Case closure request – or information that may lead to a closure
 11. Receipt of a court order
 12. High school graduation information
 13. Custodial parent or non-custodial parent inquiring about the accuracy of the debts
 14. Adoption information

15. Legally Presumed Father (LPF) information

- B. When a customer contacts a Customer Service worker and provides information that may impact the OCSE 157 Report, the following steps must be taken:
1. Enter the code B0014 DATA RELIABILITY INFO RCVD FROM CUSTOMER-TO CASEWORKER on the Case Activity List (CAAL) screen.
 2. Document the information received in the CAAL screen narrative.

Note: Entry of the B0014 code will automatically generate the worklist item B0004 RVW DATA RELIABILITY INFO FROM CUSTOMER.

- C. A case worker will review the worklist item B0004 RVW DATA RELIABILITY INFO FROM CUSTOMER and CAAL code B0014 DATA RELIABILITY INFO RCVD FROM CUSTOMER-TO CASEWORKER and take the next appropriate action.
1. Enter the code B0016 DATA RELIABILITY INFO RVWD AND UPDATED when the next appropriate action or request for action is completed.
 2. The case worker has 30 business days to complete the worklist item.
 3. Entry of the B0016 code will purge the worklist item B0004 RVW DATA RELIABILITY INFO FROM CUSTOMER.

The proper use of these codes will ensure that the information provided by the customer is responded to timely and the appropriate action is taken on the case. DCSE continues to focus on maintaining the integrity of the ATLAS data, which will in turn enable staff to take the next appropriate action on the case. This focus is critical and will assist DCSE in passing future internal and external audits.