
DCSE Policy & Procedures Unit
Policy Update
PPU 07-07-004
July 24, 2007

SUBJECT: STOP IWO Procedures Change

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 *DCSE-POLICYQUESTIONS@azdes.gov*

The purpose of this PPU is to notify IV-D staff of a change to the stop IWO procedures.

Per Arizona law, both the custodial parent (CP) and non-custodial parent (NCP) must be notified prior to the final stop IWO being sent to the NCP's employer in order to give the non-requesting party an opportunity to object. The notification to the CP and NCP must be sent when the obligation to pay support has stopped and all arrears have been paid.

Previously staff had the ability to generate a form to the NCP. This form was to be filled out by the NCP and a part of the form was to be filled out by the CP. There were no system edits were in place to ensure the required form was sent to both parties prior to a stop IWO being generated.

The following changes have been made to the IWO process:

Notices will be automatically generated in overnight processing when the "STP" code is used. ATLAS will generate notices to both the CP and the NCP when a Stop IWO is requested by a user. In order for the notices to be automatically generated, the IWO must be set up as follows:

Regular employer

- Request type is equal to IWO
- Request status is equal to STP
- Print Document (2nd panel) = Y
- Administrative Stop indicator (3rd panel) = Y
- Follow current procedures to select an employer ID

- OR -

for Social Security

- Request type is equal to SSB
- Request status is equal to STP
- Print Document (2nd panel) = Y
- Administrative Stop indicator (3rd panel) = Y

Do not enter a value in the date field (panel one), stop date (panel one) or the date sent to employer (panel two), because these fields will be automatically completed by ATLAS when the documents are generated.

ATLAS determines if notices need to be generated and when a notice is generated the CAAL code (**E9721 - NOTICE TO PARTIES FOR STOP IWO COULD NOT BE PROCESSED**) will be added to cases.

When the notices are issued the following CAAL codes are added to the case and the notices are then mailed out by Pitney Bowes.

D1211 CP NOTICE TO PARTIES FOR STOP IWO
D1212 NCP NOTICE TO PARTIES FOR STOP IWO

ATLAS then reviews the case in 15 calendar days to determine if either the CP or NCP have requested an administrative review or if an Objection to the Request to Stop the Income Withholding Order was received. If no administrative review (for Stop IWO) is in process or if the CAAL code **E0002 OBJECTION TO REQ TO STOP IWO RECEIVED** has not been added to ATLAS, then a stop IWO is generated to the employer. When a written objection to the request to stop IWO is received with supporting documentation, a determination must be made within 45 calendar days.

When a Stop IWO is generated, the following narratives will display on ATLAS:

If generated to the Employer:

D1209 STOP ADMINISTRATIVE INCOME WITHHOLDING ORDER-PRIM EMPLR
D1210 STOP ADMINISTRATIVE INCOME WITHHOLDING ORDER-COC COPY

If generated to Social Security:

D1207 SSA ADMINISTRATIVE STOP INCOME WITHHOLDING ORDER
D1208 STOP ADMIN IWO TO SSA - COC COPY

Note: Currently, when ATLAS lacks an address for either party, the stop IWO process will pend the automation to send the notices until an address is updated or for up to 90 days when it falls out of the automation process. To allow the notices to issue, you must update the CPDE and or NCDE with the last known address, which will allow the required notices to generate. If there is an urgent situation, you may generate an immediate STOP IWO, by using the STI code to immediately print the IWO if a situation occurs where action must be taken quickly.

***(Note: SAA is currently working to remove this edit from the programming and Policy will notify staff when the changes are done.)**

STI code

The STI code allows the user to immediately send a stop IWO without generating a notice and waiting on the timeline. This process may be used to complete an immediate stop when the system is unable to generate the Stop IWO. When using the STI code in order for the system to generate the notice, the IWO will need to be set up as follows.

Regular employer

- Request type is equal to IWO
- Request status is equal to STI
- Print Document (2nd panel) = Y

- Administrative Stop indicator (3rd panel) = Y
 - Follow current procedures to select an employer ID
- OR -

for Social Security

- Request type is equal to SSB
- Request status is equal to STI
- Print Document (2nd panel) = Y
- Administrative Stop indicator (3rd panel) = Y

Do not enter a value in the date field (panel one), stop date (panel one) and date sent to employer (panel two). These fields will be populated by the system when the document is generated.

A stop IWO will not generate when:

There are three instances in which a stop IWO will not generate using the automated process. These occur when:

- 1) An IWO administrative review was added to ATLAS after the notices were generated but prior to the stop IWO timeline is reached.
- 2) ATLAS is attempting to generate the CP and NCP notice for 90 days but is unable to due to lack of an address.
- 3) User enters the E0002 narrative after the notices were generated but prior to the stop IWO timeline is reached.

In these instances, **CAAL E0003 (AUTO STOP IWO PROCESS TERMINATED)** is generated with a narrative explaining why the stop IWO was not generated. **If the stop IWO processed was terminated due to an administrative review, the user should issue an STI (immediate stop) IWO if the determination was in favor of stopping the initial IWO.**

When will the documents be generated?

Notices and documents will be printed in the overnight batch process. By selecting the STI code the documents will print immediately if selected to do so or in overnight batch printing.

Exceptions

There are two program types in which notices will not generate to either the CP or NCP. In both instances, the STP process will generate the IWO to the employer without sending notices to either CP/NCP. The program codes are:

- 1) Responding cases (CAO, FAO, NAO)
- 2) Foster care cases (both FFI and FCI)