
DCSE Policy & Procedures Unit
Policy Update
PPU 07-09-002
September 5, 2007

SUBJECT: New CAAL codes for IWO Locate

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

The purpose of this Policy Update is to inform staff that the IWO team will be adding new CAAL codes to identify cases where an Income Withholding Order (IWO) cannot be issued. These CAAL codes will replace the e-mail now being sent when an IWO cannot be sent out for any reason. These cases will require follow up by the caseworker.

1. **L0107 IWO LOCATE INFORMATION RECEIVED – ACTION REQUIRED**

This CAAL code will be entered by the IWO team and will generate the worklist: **L0043 LOCATE INFO RCVD – ACTION REQUIRED**. The worklist is set up with a due date of 10 business days.

2. **L0108 IWO LOCATE INFORMATION REVIEWED – ACTION TAKEN**

This CAAL narrative will be entered by the caseworker, who will document the actions taken on the case. The addition of the CAAL code to the case record will purge the worklist item L0043.