
DCSE Policy & Procedures Unit
Policy Update
PPU 08-03-008
March 28, 2008

SUBJECT: HB2488- Debt Set Up Timelines

**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

Based on the recommendations of the Auditor General Report published in November 2007, Effective April 1, 2008, all support orders that require debt set up or adjustment will be monitored to ensure that they are entered into ATLAS and processed in a timely manner. New CAAL Codes and Worklist Items will be used to determine when a support order is received and when a debt is established or adjusted. The information from the CAAL Codes and Worklist Items will be used for a Report to ensure that DCSE and IV-D partner offices are meeting its timeliness goals.

The timeliness goals for processing a support order and establishing or adjusting the debt on ATLAS are the following:

- Fifteen (15) business days when the order is established by DCSE or a partner office. This is called an Internal Order.
- Twenty (20) business days when the order is from another state, or when the parties obtained an order before applying for services from the Title IV-D program. This is called an External Order.

Beginning April 1, 2008 the following new CAAL Narratives must be used by staff members and added to the case when a support order is received.

F0008 – Internal Order Received. This CAAL creates Worklist Item **F0021 (New Court Order Received – 15 Days to set Up Debts).**

The **A0253 New/Mod Court Order Entered – Caseworker Notified** added to the case by the Clerk of Court will also automatically add the **F0021** Worklist item.

F0009 – External Court Order Received. This CAAL creates Worklist Item **F0022 (New Court Order Received – 20 Days to set Up Debts).**

The **F0021** and **F0022** Worklist Items are purged when CAAL Narrative **F0002 (Debt Work Complete)** or **F0005 (Reviewed Court Order – Appropriate Action Taken)** is added to the case.

The **F0002** CAAL Narrative is added automatically when a **DEDN** Debt is set up and a Y is entered in the **DEDN Debt Action Completed** field. The **F0002** CAAL Narrative is manually added to the case when the debt has been adjusted such as per a court order modification, but no new **DEDN** debt was added to the case.

The **F0005** CAAL Narrative is manually added to the case when no **DEDN** debt needs to be added or adjusted.

At the end of April, the first ATLAS report will be produced to show the results of these new CAAL codes. After a review of the report and modification, if necessary, a monthly report will be produced for each office. In addition, a monthly report will be printed for the Assistant Director's review.



Debt Set Up-
ord.doc (55 K