
DCSE Policy & Procedures Unit
Policy Update
PPU 10-02-002
February 12, 2010

SUBJECT: Reopening Cases Closed with a Hard Closure Code

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 provide staff with procedures for reopening cases that were closed with a hard closure code. A hard closure means the case will not reopen by interface and cannot be reopened by staff. Hard closures can only be reopened by Help Desk with Policy approval.

Cases that have been closed with a hard closure code should only be reopened when new information which will make the case workable is received or if the case was closed in error. When it has been determined that a case should be reopened, take the following steps:

1. Send a request to have the case reopened by e-mail to the *DCSE-PolicyQuestions mailbox. Be sure to include the ATLAS case number, the parties' names, and a brief explanation as to why the case should be reopened.
2. Policy will review and verify whether it is appropriate to reopen the case. The **A2500 AD/PRA CASE INSTRUCTIONS-SEE NARRATIVE** CAAL narrative will be added documenting Policy approval for reopening the case and a brief explanation.
3. Policy will then forward the request to Help Desk to review and reopen the case.
4. Help Desk will add the **M0040 PFM UPDATE BY HELP DESK** CAAL narrative and update the File Location field in the CAST screen with the OPID of the worker who initiated the request to have the case reopened.

Below is the list of hard closure codes currently in use:

- 002- DUPLICATE/ERROR CASE PURGE
- 003- MULTIPLE ACTION/MULTIPLE AF
- 882- CHILD ADOPTED
- 883- CP DECEASED
- 884- CHILD DECEASED
- 885- NCP EXCLUDED (ESTABLISHMENT)
- 886- EMANCIPATION/NO ORDER
- 887- NCP EXCLUDED (ENFORCEMENT/COLLECT)
- 901- NCP DECEASED
- 902- CSENET LOCATE ONLY
- 911- AF IS EXCLUDED
- 916- EMAN AND NO PATERNITY
- 921- NO ARREARS/NO OBLIGATION
- 923- NOT IN CHILD'S INTEREST

934- NCP LOCATE UNK- 3 YR SUFF INFO

Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2009.