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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 10-05-006**  
**May 27, 2010**

**SUBJECT: Reopening Cases Closed with a Hard Closure Code**  
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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](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*  
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The purpose of this PPU is to notify staff that there has been a change in the procedures for reopening a case that had been closed with a hard closure code. This amends PPU 10-02-002 issued on February 12, 2010 that directed Help Desk to update the File Location field in the CAST screen with the OPID of the worker who requested that the case be re-opened.

Effective immediately, when a case is reopened, Help Desk will update the File Location field with dashes (-----). The OPID of the worker is entered on the CAST screen only when the worker has physical possession of a case file.

***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 2010.***