
DCSE Policy & Procedures Unit
Policy Update
PPU 10-05-007
May 28, 2010

SUBJECT: Closure Code 921 NO ARREARS/NO OBLIGATION Emancipation Edit

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 about a new edit that has been added to the closure process for the 921 NO ARREARS/NO OBLIGATION closure code.

Cases closed with the 921 closure code cannot be re-opened by staff. Policy approval is required before Help Desk will re-open it. As a result, Policy receives a high volume of requests to re-open cases that were incorrectly closed with the 921 closure code because the child(ren) are not emancipated. This closure code should only be used to close a case when all amounts established by the court order are collected, the obligation is terminated, and the youngest child has emancipated. The 921 closure code can be used for enforcement and collection cases in the CAI, FAI, NAI, FCI, and FFI program codes.

Beginning with the Weekly Closure Run on May 29, 2010, the new edit will prevent case closure when the youngest child has not emancipated and is not deceased.

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.