
DCSE Policy & Procedures Unit
Policy Update
PPU: 11-07-003
Date: July 29, 2011
SUBJECT: How to Reopen Cases

Please contact the Policy Unit if you have any questions regarding these or any other changes at
<http://dcsevf04/DCSE/PolicyQuestions> or (602) 771-8127.

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

The procedure for reopening cases closed with hard closure codes has been simplified. Staff are no longer required to submit requests to the Policy unit in order for cases to be reopened.

Beginning immediately, caseworkers will elevate their requests for case reopens to their supervisors who have approval authority. The supervisors will take the following steps.

1. Enter the CAAL code I0004 SUPERVISOR APPROVAL FOR CASE REOPEN on the case record.
2. Forward all requests to reopen to the HelpDesk by email to *DCSE-SAA-HD.

Hard Case Closure Codes include:

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 (Enforce/Collect)
901 NCP Deceased
902 CSENet Locate Only
911 AF is Excluded
916 Eman & 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. Enter <http://dcsepc> in your browser to view this Policy Update in Policy Updates 2011.