
**DCSE Policy & Procedure Unit
Policy Update
PPU: 11-08-002
Date: August 31, 2011
SUBJECT: Error 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

When a case interfaces from FAA and the case participants already exist in an identical case program on ATLAS, the case should be closed with the **002-Duplicate/Error Case Purge** closure code.

Cases that interface from FAA that should be closed using the **04A – IVA Error Admin Closure** code include:

- Two Parent Employment Program (TPEP) cases
- Cases where the child and CP have the same HLCI number
- Grant Diversion cases
- Tribal TANF cases.

Policy approval is not required for the **04A or 002** closure codes.

Staff are not to complete the intake process on error cases.

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