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DCSE Policy & Procedures Unit
Policy Update
PPU: 11-09-001
Date: September 6, 2011
SUBJECT: Case Open Date
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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**
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All requests to reopen cases submitted to the Help Desk must include the new open date.

To reopen a case closed in error, both the previous case open date and previous referral received date must be submitted. Both dates can be found on the CAST screen of ATLAS. The previous case open date is displayed in the "Open Date" field and the previous referral date is display in the "Refl Rcvd Date" field.

When the case reopen request is due to a new application or new IV-A referral, the case open date should be the actual date of the reopen and the referral received date should be the date the new application or referral was received.

Following these instructions for submitting the correct open dates will increase data reliability and eliminate errors on the OCSE 157 report.

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*