

**DCSS Policy & Procedure Unit
Policy Update
PPU: 20-10-001**

Date: Friday, October 16, 2020

**SUBJECT: 939 COVID-19 NON COOP/NEC FOR NEXT ACTION
Closure Code Policy and Procedure**

**Please contact the Policy Unit if you have any questions regarding these or any other changes at (602) 771-8127.
All DCSS staff and IV-D PARTNERS should send POLICY inquiries directly to DCSSPOLICYQUESTIONS@azdes.gov**

Use this closure code to close a case in which the IV-A applicant for services has failed to cooperate during the the COVID-19 waiver period, for CAI cases approved during the waiver period (March 30-June 30) that cannot be sanctioned, the applicant has not responded to correspondence and that cooperation is necessary for the IV-D agency to take the next appropriate action.

Use this closure code for Paternity and Establishment cases in the CAI program code.

This is a soft closure with a 30-day timeline.

On a manual closure:

Generate the COVID-19 NON COOP/NEC FOR NEXT ACTION CLOSURE NOTICE from Eloquence. This will start the 30-day timeline.

If the case meets the closure criteria, the nightly closure program places the case in pending closure status. Case activities and associated work list items are generated when a case meets the conditions of the global closure edits.

ATLAS will automatically close cases in the Paternity and Establishment functions after the 30-day timeline has expired.

Links to the policy and procedure:

[939 COVID-19 Non Coop/Nec for Next Action Policy](#)

[939 COVID-19 Non Coop/Nec for Next Action Procedure](#)

File path: Closure>Case Closure Policy or Procedures>939-COVID-19 NON COOP/NEC FOR NEXT ACTION