

NCP Deceased – Undistributed Collections Desk Aid	Additional Information Version 1: 12/10/19
<b>The State Disbursement Unit (SDU) sends a list of cases with outstanding payments to the locate vendor for batch processing.</b>	<ul style="list-style-type: none"> <li>❖ The outstanding payments have reached the dormant period of at least three years.</li> <li>❖ There has been no response to requests for information on file with the Division of Child Support Services (DCSS) during the dormant period.</li> </ul>
<b>The locate vendor runs a batch processing from the list provided by the SDU.</b>	<ul style="list-style-type: none"> <li>❖ The vendor creates two lists: <ul style="list-style-type: none"> <li>○ A list with results</li> <li>○ A list without results</li> </ul> </li> <li>❖ Both lists are sent back to the SDU.</li> </ul>
<b>The SDU documents those cases with results.</b>	<ul style="list-style-type: none"> <li>❖ The SDU separates the deceased party results list and sends it to Systems to add the following CAAL narratives to the cases: <ul style="list-style-type: none"> <li>○ F5708 DECEASED RESULTS CONFIRMED NO PROBATE/ESTATE – ESCHEAT; or</li> <li>○ F5709 DECEASED PARTY RESULTS – PROBATE/ESTATE FOUND – VDR.</li> </ul> </li> <li>❖ The SDU sends the deceased party results list to a designated operations manager.</li> <li>❖ Any cases without results are considered “ready to escheat” and SDU will include in the transfer of funds from the ATLAS bank account to the off-ATLAS bank account. <ul style="list-style-type: none"> <li>○ When funds are considered ready to escheat a party can come forward at a later date to claim funds. They should be referred over to the Unclaimed Funds Portal to file a claim</li> </ul> </li> </ul>
<b>The designated operations manager receives the list.</b>	<ul style="list-style-type: none"> <li>❖ The manager separates the list by office and the assigned case worker/OPID.</li> <li>❖ The lists are sent out the appropriate office/case worker to work.</li> </ul>
<b>The case worker confirms the results.</b>	<ul style="list-style-type: none"> <li>❖ The case worker verifies the NCP is deceased and takes the following steps: <ul style="list-style-type: none"> <li>○ Release any monies still owed to the custodial parent (CP).</li> <li>○ If there is nothing owed to the CP, review the case for assigned arears. If there is money owed to the State, release the monies and apply them to the State.</li> <li>○ If money was owed to the CP or the State, look for an estate or probate. If there is an estate/probate, issue a payment/refund to the estate/probate. <ul style="list-style-type: none"> <li>▪ If the original payment was issued to the NCP and needs to be reapplied or reissued to another entity (i.e., CP, State, Probate/Estate) besides the NCP, enter a PIE (Payment in Error) request to have the payment reposted and then enter a PAAR</li> </ul> </li> </ul> </li> </ul>

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	<p>request on the reposted receipt to reapply/reissue the payment.</p> <ul style="list-style-type: none"> <li>▪ After the PIE is confirmed as completed, email CPRO at <a href="mailto:DCSSCPRO@azdes.gov">DCSSCPRO@azdes.gov</a> to have the original check placed in VDR (Void. Do Not Reissue) status.</li> <li>○ If none of the above apply, consult with the office attorney to determine if the payments should be returned to the employer or elsewhere before referring for escheat during the next escheat transfer period.</li> <li>○ Document the findings on the case and on the list. Send the list to the manager within 30 days.</li> </ul> <p>❖ When the case is closed and there is no longer a case worker or an OPID, the manager/supervisor can delegate another case worker to go through the above steps.</p>
<p><b>The operations manager compiles all lists and sends them back to the SDU via email at DCSS-BA-Eschat mail group.</b></p>	<ul style="list-style-type: none"> <li>❖ The Payment Exception Unit (PEU) staff review the lists for the payments ready to escheat and the payments reissued to probate/estate and take the appropriate actions. <ul style="list-style-type: none"> <li>○ The PEU extracts the results “ready to escheat”, adds it up and prepares a transfer to Trust Accounting with the list attached. Trust Accounting will then review, and if no issues, they will process the transfer.</li> <li>○ The PEU also moves the list of “ready to escheat” into ESC (Escheat) status in ATLAS and asks Systems to document these actions.</li> </ul> </li> <li>❖ The SDU and Trust Accounting keep the list of cases included in the transfer for future reference should the client claim the funds later.</li> </ul>