


Case Closure Non Finance Summary


This high level overview is to provide a summary of the processes involved at Phase 2 for Proactive Case Closure Non Finance. Proactive Case Closure is the systematic closing of all cases held on the CSA schemes over a three year period.

Clients will receive written notification that their case is closing on the CSA scheme and at this point the receiving parent will be invited to make an application to the CMS. The initial letter will be issued 187 days prior to the liability end date, and a further reminder letter 32 days prior before a final closure letter is issued when the liability has ended.

Once cases have been fully closed on CSA and the liability has ended, Financial Transition will commence.

This is largely an automated process dealt with by the system, however where exceptions are encountered caseworker intervention will be required.

 Note if a new applicant applies against a paying parent who is already in the Proactive Case Closure journey, Reactive Case Closure will commence from the date of the reminder letter unless the proactive journey is less than 32 days from the liability end date.

 For Segment 1 there will be a contingency in place utilising a small system to complete and monitor the Tranche Selection process.

Load and Select


Prior to the commencement of **Proactive Case Closure**, there will be an initial load of data relating to all CSA cases maintained on the three CSA systems: Clerical Case Database (CCD), CS2 and CSCS.

All CSA case data will be brought across to the Data Warehouse, with the exception of fully closed cases that have no outstanding arrears balances. These cases will be excluded from the initial data load as no Case Closure action will be required.

The Data Warehouse will then hold a copy of the case data held on the CSA scheme systems.

Regular updates will be made to ensure any cases that are maintained or worked on in the CSA systems are aligned in the Data Warehouse. For CS2 and CSCS these updates will be daily, and for CCD cases this update will happen weekly.

This is a fully automated process and no caseworker intervention is required.

 Note that where clients meet the criteria to be dealt with by the Special Client Records Team (SCR), there will be an indicator associated with that clients data in order for them to be identified correctly. Access to these records will be restricted to nominated users only.

This process will be undertaken by the CSA scheme teams.

The **Load and Select** process is this information being loaded from the Data Warehouse into **Siebel Marketing**, creating prospect records. The data will be subjected to a series of checks to establish if it is valid, if any data is missing or is incorrect it will trigger the Data Exceptions process. For further information refer to [Manage Data Validation Exceptions](#).

Siebel Marketing deals with the Tranche Selection process and issuing the required letters. **OBIEE Answers** can then used as the interface to set and amend the Tranche Selection criteria where manual intervention is required.

Tranches of cases will then be selected for **Proactive Case Closure**. For further information refer to [Tranche Selection Overview](#).

Automatic Tranche Selection

Automatic Tranche Selection is a fully automated system process and does not require any caseworker intervention. The system will receive cases from the Initial Load process, and will determine if any cases need to go through the exception process. Potential reasons for this could include a date of death recorded for a client, or a special welfare client etc.

The Tranche of cases will be automatically selected based on set criteria (to be defined), and the system will receive all cases in the paying parents casegroup. The relevant End Liability Date will be applied to all cases in each Tranche, and the CSA scheme systems and the Data Warehouse will be updated.

Amend Automatic Tranche Selection

If there is a requirement to amend the Automatic Tranche Selection process (reasons could be to increase/decrease volumes, select certain case criteria) a nominated case manager will be able to manually amend the Tranche criteria.

The system will display the current automatic Tranche Selection that has been configured, and the case manager will then identify the change required within a series of options:

- Change to case criteria (e.g. cases selected by particular CSA scheme region, cases by benefit status etc.)
- Change the overall number of casegroups in the Tranche
- Change the frequency (daily/weekly/monthly etc.)

The Tranche criteria will then be reset, and the client records will be selected based on the revised options. These changes can either be saved as a permanent amendment to the Tranche Selection criteria, or where required, the case manager will set the timescale that the revised criteria will run for, and once this period has elapsed the system will return back to the original selection criteria.

Issue Closure Letters / Identify Client Role and Case Status for Letter

The first time this process occurs is when the Tranche has been selected by the Automated Tranche selection, or where the Amend Automatic Tranche Selection process has been triggered. This process uses the case data obtained during the **Load and Select** process and identifies the following information to determine which letter template is issued to the client.

- Client's Role (Paying parent / receiving parent)
- Client Journey (Proactive / Reactive / Proactive to Reactive)
- The CSA scheme case status at the point the case is selected (On going maintenance plus arrears / On going maintenance no arrears / Arrears Only)

The system will receive information to determine which Case Closure letter needs to be issued based on the case closure journey, the client role and the case status. The system will automatically obtain a data refresh via the CSA scheme (Data Warehouse) and apply validation checks to ensure that cases meet the Case Closure selection criteria and are eligible for the next letter to be issued.

Where the criteria is not met, the system will filter these cases out of the automated case closure process and will trigger the exception process for further investigations to be made. For further information refer to **Case Closure - Exceptions**.

Where it is determined that the first contact letter is to be issued, the system will automatically select the correct template based on the client role and defined case attributes.

If the system determines that the first contact letter has already been issued, it will check the original letter recorded for the client, and trigger the next appropriate case closure letter based upon the clients role and the status of their case.

Before generating any letters, the system will always check whether there is a valid address for the client, where no valid address exists a letter will not be issued. If there is a client representative identified then a separate covering letter will be created to be issued to the representative with a copy of the client's letter.

Manage Request to Issue / Reissue Letter

Letter reissues will be requested by a CSA scheme caseworker when there has been a client request to either reissue a Case Closure letter that has already been issued, (such as where the client has notified of a change of address) or where a client has requests their Case Closure letter to be reissued in a different format.

This is not an automated process and will require caseworker intervention.

Any reissued case closure letters will retain the original liability end date, and also the date when the letter was first generated.

The reissue letters will be accompanied by a covering letter explaining why the letter has been reissued. All letter reissues will be dealt with using the business as usual outbound correspondence process. For further information refer to **Client Contact Overview**.

Edit this page to modify your web part content.

[CMSL6300 Please confirm that you would like us to write off your arrears](#)

Send PWC further arrears write off declaration form

Under the sub heading Please confirm that you would like us to write off your arrears, enter the arrears 'from' and 'to' dates.

[CMSL6301 Important information about your child maintenance payments](#)

Letters to Paying Parent to advise that the Legacy arrears are now being managed on the Future system and confirm the value of the arrears created

All fields in this letter are system generated, no manual intervention is required.

CMSL6302 Important information about your child maintenance payments

Letters to Receiving Parent to advise that the Legacy arrears are now being managed on the Future system and confirm the value of the arrears created.

All fields in this letter are system generated, no manual intervention is required.

CMSL6303 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' case closure non-finance letter when case selected for proactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6304 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' reactive case closure non-finance letter when case selected for reactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6305 Urgent: Your child maintenance arrangement will now end on End of Legacy Liability Date

'Reactive second contact' reactive case closure non-finance letter when case originally selected for proactive case closure but then becomes part of reactive case closure – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6306 Reminder: You need to make a new child maintenance arrangement

'Reminder' case closure non-finance letter when case selected for proactive case closure– to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6307 Important information about your child maintenance case

'End of liability' case closure non-finance letter when child maintenance liability has ended – to Legacy NRP.

All fields in this letter are system generated, no manual intervention is required.

CMSL6308 Important: Child maintenance is changing - you need to make a new arrangement

'First contact' case closure non-finance letter when case selected for proactive case closure – to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

CMSL6309 Important: Child maintenance is changing - you need to make a new arrangement

Important: Child maintenance is changing - you need to make a new arrangement.

All fields in this letter are system generated, no manual intervention is required.

CMSL6310 Urgent: Your child maintenance arrangement will now end on End of Legacy Liability Date

'Reactive second contact' reactive case closure non-finance letter when case originally selected for proactive case closure but then becomes part of reactive case closure – to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

CMSL6311 Reminder: You need to make a new child maintenance arrangement

'Reminder' case closure non-finance letter when case selected for proactive case closure– to Legacy PWC.

All fields in this letter are system generated, no manual intervention is required.

[CMSL6312 Important information about your child maintenance case](#)

'End of liability' case closure non-finance letter when child maintenance liability has ended – to Legacy PWC.
All fields in this letter are system generated, no manual intervention is required.

[CMSL6313 We've sent some important information to you](#)

'letter or leaflet reissue – to NRP or PWC.
All fields in this letter are system generated, no manual intervention is required.

[CMSL6314 We've sent some important information to you](#)

'Automated client rep letter or leaflet reissue – to client rep.
All fields in this letter are system generated, no manual intervention is required.