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Determine Action Following Financial Transition

Once financial transition has completed, and any residual arrears have been added to the paying parent's casegroup, the system will automatically check if there are arrears owing to the receiving parent from the CSA.

If the receiving parent requested their arrears to be written off, yet arrears still remain owing the system will generate an SR for this to be investigated and actioned accordingly.

After this process has been completed, the system will determine what action needs to be taken next depending on the information supplied by Legacy Interface.

The purpose of this overview is to give a high level summary of the system process and the steps required by the caseworkers at this stage.

Where the Data Warehouse has indicated that there is ongoing enforcement action in progress on the CSA systems, CMS will automatically transfer the case / casegroup to the Enforcement segment.

A work item will also be generated at this point to prompt the case owner to check Tallyman and the CSA to establish the full details of the enforcement action ongoing and update the records accordingly.

If the caseworker on the Maintenance 1993/2003 Rules Reassessment Team identifies that there is an ongoing Liability Order in force at the point of Transition, they will then add the full details onto CMS. Refer to Liability Order (Legacy) Input for further information.

Once the caseworker on the Maintenance 1993/2003 Rules Reassessment Team has gathered the required data and recorded the details of the ongoing enforcement action on CMS, a work item would then automatically be allocated to the case owner to complete. Refer to Enforcement Actions (Legacy) Input for further information.

> Where there is no ongoing enforcement action identified, but the case was active on the CSA, CMS will generate an Arrears Management SR and route it to the correct team via business as usual case routing to negotiate the arrears with the paying parent and generate a promise to pay schedule.

For further information please refer to the Policy, Law and Decision Making Guidance:

Arrears Only case are not proactively worked. However where the client drives activity in an arrears only case to begin action on a non proactively worked case, caseworkers should remember to issue the Employer Interface manually before scheduling an arrears only case for the first time, as this information wil not transition automatically from 1993/2003 systems. Failure to do so will cause any subsequent missed payment SRs to go into error and cause issues further down the line. for more information refer to the Transitioned Arrears Fundamental

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