Case Closure Exceptions

During the case closure process, there may be exceptional circumstances which result in a casegroup needing to be handled as an exception. This can happen at any stage of the case closure journey.

The purpose of this summary is to provide a high level overview of how exceptional circumstances will be handled during the case closure journey.

Notification of any exception can be received either from CSA data via off line reports or direct notification from CSA caseworkers.

Depending on the type of exception, different actions need to be taken in order for the case / casegroup to be dealt with.

Where the exceptional circumstances are regarding a date of death, and it relates to either the paying parent, the receiving parent where there is only one receiving parent in the casegroup or the last qualifying child (QC), these casegroups will be removed from the case closure process entirely and will be actioned by CSA business as usual.

Note that in all circumstances where there is an exception, the full casegroup will need to be managed as an exception even if the exception only affects one client.

In some circumstances there may be a requirement to:

- Totally remove the casegroup from the case closure process
- Cease all further action on the case closure journey, ending all CMS activities
- CSA to close the casegroup as part of the business as usual process.

In some circumstances, the casegroup can continue on the case closure journey, but actions must be taken to ensure they are managed correctly.

These casegroups will be removed from the automated case closure process and managed by the exceptions process as required. The casegroup will remain in its existing case closure journey, and clients will receive all correspondence at the same times as they would on the automated case closure process, however, the actions and letters will be manually triggered by the caseworker.

- Mark Casegroup (system)
- Record Reason for Exception (system)
- Mark Casegroup (manual)
- Record Reason for Exception (manual)
- Create Exception Report
- Output Exception Reason and Present Casegroup Details
- Determine Next Letter Due for Casegroup
- Trigger Refresh Client Data
- Refresh Client Data
- Select Paying Parent Case Letter to be Issued
- Create Letter
- Send info to Data Warehouse and CSA.
- Update Client Record
- Set wait period for next Letter

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