

# Policy F.Y.I.

From the Policy Unit

Date: 12-22-2023

FYI-425

Please contact the Policy Unit if you have questions regarding this announcement at

[DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov).



## **SUBJECT: Policy FYI-425 | Idaho's Issuance of Duplicate Payments**

This Policy FYI is to inform staff that the state of Idaho experienced a statewide issue where duplicate Electronic Fund Transfer (EFT) child support payments were sent to states and tribes. Payments issued on November 27, 2023 (via EFT) were reissued on November 28, 2023. These duplicate deposits should have reflected in the accounts on November 29, 2023 and November 30, 2023.

The Idaho Controller's and Treasurer's Offices are contacting vendors, states, and entities to reverse payments and resolve the issue as quickly as possible.

If you have concerns, please contact Idaho's child support program at [CSWebhelp@dhw.idaho.gov](mailto:CSWebhelp@dhw.idaho.gov)

**We urge DCSS colleagues to view this information directly on The PORT and not create a separate personal file. Please do not reply directly to this message as we will be unable to respond. This email address is only used for outgoing mail.**