



F.Y.I.

from the Policy Unit

FYI-041

Date 12-12-2013

SUBJECT: Tribal Customer Service

Please contact the Policy Unit if you have any questions regarding these or any other changes at [GEARUP>DCSS Collaboration – Teams>Policy Questions](#) or 602-771-8127
The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

Customers are not to be turned away from any Arizona title IV-D program office because they are tribal members or have a tribal court order. The Division of Child Support Services (DCSS) Policy requires that staff submit a Subject Matter Jurisdiction (SMJ) checklist to a program attorney on every case where:

- The custodial parent (CP) or noncustodial parent (NCP) is a tribal member.
- The CP or NCP lives or works on a reservation.
- There is a tribal court order on the case.

A link to the SMJ checklist is found in OPPM under Tribal, Tribal Procedures, 01. Subject Matter Jurisdiction Checklist

Tribal cases are worked based on the attorney SMJ determination.

If DCSS has SMJ, work the case by:

1. Utilizing enforcement remedies on the **TRAM** (Tribal Agreement Maintenance) screen.
2. Utilizing the Intergovernmental Reference Guide (IRG) on the Office of Child Support Enforcement (OCSE) website.
3. Following the attorney advice.
4. Calling the tribe for instructions on the tribe's specific procedures.

If DCSS does not have SMJ:

1. When the attorney determines the Navajo Nation has SMJ, transfer the case to the Navajo Nation Department of Child Support Enforcement.
2. Review the case for closure.

DCSS staff are urged to view this information directly on GEARUP and not create a separate personal file. You will find this Policy FYI on GEARUP via this file path: [DOCUMENTS>PPU'S>Policy FYI](#). Click on the Policy FYI folder to view a list of Policy FYI notices.