



F.Y.I.

from the Policy Unit

FYI-047

Date 5-8-14

SUBJECT: Use of Approved Documents

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

This Policy Update provides guidance to staff regarding the use of approved documents. Due to the high volume of documents used by DCSS, it is important that staff are mindful of document types used by the division and the protocol associated with each.

When working a case, use only Eloquence or Web documents (those found on the DES Forms Library). For internal office processes, use of approved checklists is encouraged.

When using DCSS Documents follow these guidelines:

- Policy recommends that staff never use copies of old hard copy documents. Current documents are always available electronically.
- When working on an established case, always generate case related documents from Eloquence. All documents available on Eloquence are current versions. Do not generate any documents from DORD except the manual NMSN.
- Before using a Web document, verify that it is the most current version available. If you are uncertain, consult with Policy. When documents are revised it is usually because a requirement or process has changed. The use of an obsolete form may lead to miscommunication, legal issues and/or a delay in services.
- All DCSS documents that contain a letterhead must include the current Governor's name, current Director's name and the current DES logo.

All documents that staff send to the public in any circumstance, must contain the most current approved ADA/EOE statement. This is a Department of Economic Security (DES) requirement based on state and federal statute.

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.