



F.Y.I.

from the Policy Unit

FYI-48

Date 5/27/14

SUBJECT: Guidelines for CAAL Narratives

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

Today, Policy announces a new addition to The Port. Beginning immediately, staff will have access to guidelines that provide standards for CAAL screen narratives. The new guidelines were developed by the WCS (Written Communications Subcommittee) of the CEI (Customer Engagement Initiative). They were written to ensure that all case documentation is professional, respectful, and thorough. Along with the new guidelines you will find a table that lists all approved acronyms and abbreviations that may be used in CAAL narratives. Staff are cautioned to use only the approved abbreviations found in the table. Requests for additions to the table may be submitted to Policy through the Policy question procedures. Final approval for any additions will be the responsibility of the WCS.

The link to The PORT is <http://dcssmadcapprod/>, you will find the guidelines in the appendices.

We hope you enjoy this new release and refer to it frequently. Your feedback is important so please feel free to send your comments by email to *DCSS-PolicyQuestions or call (602)771-8127.

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.