



# F.Y.I.

from the Policy Unit

FYI-072

Date December 30, 2015

## SUBJECT: DCSS Programs to Assist NCPs with Managing Arrears Debt

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](mailto:DCSS-POLICYQUESTIONS@azdes.gov)

The purpose of this F.Y.I. is to remind staff about programs the DCSS has to assist the NCP in reducing his/her past-due debt. Each program has varying criteria and procedures that may help you better assist the NCP to reduce the past-due debt owed in his/her case.

The [Hardship Program](#) is designed to offer support to an NCP experiencing any one of the nine listed hardship scenarios by reducing some, if not all, state-owed debt based upon a verified financial hardship.

The Settlement Program is intended to allow the NCP to voluntarily offer to settle an arrears balance owed to the state and/or the CP for an amount less than the total amount of principal, interest, and fees due. If you receive an offer for the Settlement Program, please forward the [Settlement Request Form](#) to the Specialized Services Settlement Unit at [DCSESettlement@azdes.gov](mailto:DCSESettlement@azdes.gov) and a team member will promptly contact the NCP to begin the negotiation process. Please remember that when monies are owed to the CP, the CP has the option to accept, decline or counter-offer.

[Personal Development Incentives](#) aim to reward NCPs who obtain specific educational benchmarks by reducing the amount of their state-owed debt. Incentivizing education benchmarks may, in turn, increase opportunities for employment and thereby increase an NCP's ability to financially support his/her children.

When an NCP contacts the DCSS to discuss financial management of past-due debt owed to the state and/or CP, or a past-due debt that is preventing the NCP from closing his/her case, remember to provide the NCP with information on our programs geared specifically to assist the NCP when possible. Increasing opportunities for NCP engagement through participation in these programs creates positive impacts to families in need which leads to a boost in the Division's PMRs.

