



F.Y.I.

from the Policy Unit

FYI-075

Date: January 12, 2016

SUBJECT: Communicating with the Public

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

Within the Division of Child Support Services (DCSS), we use many DCSS-specific terms and acronyms. These terms are part of our daily verbal and written internal communications so it is easy to continue using them when speaking to the public.

This tip is a reminder to avoid DCSS terms and acronyms when talking to the public. This includes custodial and non-custodial parents, staff in other agencies, employers, and vendors.

A few examples of common terms specific to the DCSS are CP, NCP, TANF, AGs, and attorney general referral.

When speaking to clients please remember to:

- Use complete words rather than acronyms such as custodial parent and noncustodial parent.
- Use terms that are common and easily understood by the public such as cash assistance rather than TANF, or our attorneys rather than AGs or attorneys general.
- Explain and simplify terms that are specific to the DCSS, such as attorney general referral. Explain the attorneys general are the attorneys for the State and they take cases to court to establish paternity, establish child support, or enforce an order.

Speaking to the public in terms they understand results in less confusion, a better understanding of the DCSS process, and more trust in the DCSS.