



# **F.Y.I.**

**from the Policy Unit**

**FYI-150**

**Date: November 28 2017**

**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 [DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov) or call 602-771-8127

The purpose of this F.Y.I. is to remind staff about DCSS programs to assist the Non-Custodial Parent (NCP) in reducing his/her past-due debt.

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

The Settlement Program is intended to allow the NCP to voluntarily settle an arrears balance owed to the state and/or the Custodial Parent (CP) for an amount less than the total amount of principal, interest, and fees due. If you receive an offer for the Settlement Program from an NCP, please complete the [Settlement Request Form](#) and forward to the Specialized Services Settlement Unit at [DCSS-Settlement@azdes.gov](mailto:DCSS-Settlement@azdes.gov). The Settlement Unit Team will promptly contact the NCP to begin the negotiation process. Please refer to the following links for the [General Settlement Offers](#) procedure and [Hardship Cases: Forgiving Arrears Owed to the State of Arizona](#) (SOP). Remember when monies are owed to the CP, he/she has the option to accept, decline or counter-offer.

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

When an NCP makes contact with the DCSS to discuss financial management of his/her past-due debt provide him/her with information regarding these programs whenever possible. Increasing the opportunities for NCPs to engage through participation in these programs creates positive impacts for families in need.