



F.Y.I.

from the Policy Unit

FYI-153

Date: November 30, 2017

SUBJECT: Translation Request Mailbox

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSSPOLICYQUESTIONS@azdes.gov or call 602-771-8127

Send all requests for written translation to DCSSTRanslations@azdes.gov. This mailbox is monitored by Policy staff in order to ensure timely completion of translation requests. Questions regarding the status of translations should be sent to this mailbox as well.

When requesting a written translation, please allow 4-6 weeks for completion before requesting status.

Before submitting a translation request ask the following questions:

1. Is the translation of this document necessary to work the case? Not all documents on a case are vital to working the case.
2. Ask the custodial parent (CP) or the noncustodial parent (NCP) if they have a translated version of the document that will be submitted for translation. Taking this step may prevent delays in working the case and avoid unnecessary expenses for the Division.
3. Are there any pending court actions on this case that would require an urgent translation request? If your translation request is urgent due to pending legal action and/or scheduled hearings, note this on the [Translation Request Form](#) in the "Special Instructions" section.