



F.Y.I.

from the Policy Unit

FYI-173

Date: May 7, 2018

SUBJECT: Administrative Review Scanning Procedures SOP, Desk Aid and Flowchart

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

The Policy Unit is pleased to announce the addition of the Administrative Review Scanning Procedures SOP, Desk Aid and Flowchart to the PORT.

The SOP provides standard instructions for scanning administrative review requests received through the mail from custodial or noncustodial parents, mistaken identity victims or third parties associated with the case. The desk aid and flowchart support the instruction provided by the SOP.

These procedures will standardize the process for staff, ensure administrative review timelines are met and promote the requestor's right to a timely review when case issues arise.

The documents may be found at the links below:

[Administrative Review Scanning Procedures](#)

[Administrative Review Desk Aid](#)

[Administrative Review Scanning Flow Chart](#)

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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