



F.Y.I.

from the Policy Unit

FYI-174

Date: May 7, 2018

SUBJECT: Hardship Program Updates

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

A new document is now available on Eloquence that will streamline the process for a noncustodial parent (NCP) to apply for the Hardship Program. The Hardship Program Cover Letter and the DCSS Debt Reduction Application have been combined to create the [Hardship Program Letter and Application](#).

When a case manager identifies an NCP who meets the criteria for the Hardship Program and the NCP desires to participate, the Hardship Program Letter & Application and the [Affidavit of Financial Information](#) (AFI) will be sent to the NCP to complete and return to DCSS. Once all required documents are returned the case worker begins the review process.

Updates have been made to the [Hardship Cases: Forgiving Arrears Owed to the State SOP](#), Hardship Policy and Hardship Procedures which include the use of this new document.

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

****Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.***