



F.Y.I.

from the Policy Unit

FYI-184

Date: July 5, 2018

SUBJECT: Application/TANF Pre-cooperation and Interview Standard Operating Procedure (SOP)

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

The Policy unit is pleased to announce the [Application/TANF Pre-cooperation and Interview Standard Operating Procedure \(SOP\)](#). This SOP creates standard work for interviewing new clients through the TANF Pre-cooperation or the Request for Title IV-D Child Support Services (IV-D Application) processes.

Gathering as much information as possible in the initial interview allows for quick referrals to the Attorney General's office for cases requiring paternity and/or child support order establishment.

In addition to the SOP, the following documents have also been added to The PORT for staff to use as part of the new standard work.

- [Application or TANF Pre-cooperation Desk Aid](#) (PORT>DESK AIDS>INTAKE tab)
- [INDF Screens for Local Cases Desk Aid](#) (PORT>DESK AIDS>INTAKE tab)
- [AG Referral – Paternity and Establishment Desk Aid](#) (PORT>DESK AIDS>PATERNITY tab)
- [AG Referral – Paternity and Establishment Flow Chart](#) (PORT>FLOWCHARTS>PATERNITY tab)
- [TANF/Application Checklist](#)

(PORT>APPENDICES>DOCUMENT MATRIX>DCSS Internal Forms and Checklists>INTAKE tab)