



F.Y.I.

from the Policy Unit

FYI-189

Date: July 27, 2018

SUBJECT: Delinquent Cases Standard Work

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 [Delinquent Cases Standard Work](#) desk aid. The purpose of this desk aid is to get cases that were previously paying, and then stopped paying in the last 90 days, quickly back into paying status. If payments are still not made after taking the actions described in the standard work, the cases will be reviewed for ability to pay/contempt.

In addition to the desk aid, a [Delinquency Flow Chart](#) has been uploaded to the PORT for staff to use as part of the new standard work.

The Delinquent Cases Standard Work may be found at the PORT>DESK AID>ENFORCEMENT tab.
The Delinquency Flow Chart may be found at the PORT>FLOWCHARTS>ENFORCEMENT tab.

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

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