



F.Y.I.

from the Policy Unit

FYI-266

Date: March 23, 2020

SUBJECT: States Offices Open During the Covid-19 Situation

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 Division of Child Support Services is working closely with other state child support programs to closely monitor the impacts to the child support program and interstate cases. Many child support offices and courts are experiencing changes in operations.

Even though many state offices are still open, the state directors are asking other states to limit outgoing mail, including UIFSA packets and other intergovernmental correspondence so as not to overwhelm the state and county offices when they are operating with limited staff in their programs. AZ DCSS will see decreases in mail coming through from other states in the mailroom and central registry. If there are urgent case management needs, we encourage the use of electronic notifications like CSNET, EDE, phone, and email. In some cases, their resources are limited at this time. Please allow for slower response times for acknowledgments and requests for information/documents.

In addition, many states are looking at their automated and manual processes including judicial and administrative enforcement remedies. As a result, our intergovernmental teams could see impacts to their interstate child support cases as states make decisions or change their processes. We ask for your patience in working through any challenges with other states and your assigned cases. Please elevate if necessary to your supervisor if you need assistance or guidance.

Some states have and some states may decide to limit services or close their offices. Policy will provide updates as they become available.

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

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