



# F.Y.I.

from the Policy Unit

FYI-277

Date: April 16, 2020

## SUBJECT: State and Tribal Operating Status Amid COVID-19

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS.POLICYQUESTIONS@azdes.gov](mailto:DCSS.POLICYQUESTIONS@azdes.gov) or call 602-771-8127

The Policy Unit would like to inform staff that the Child Support Portal (CSP), formerly the State Services Portal (SSP), contains a list providing the operating status of other jurisdictions during the COVID-19 crisis. This list includes information about services being provided, if documents are being accepted, communications (e-mail/phone), and other pertinent information. It is important to review this list before attempting to contact other jurisdictions or sending documents, to ensure they will be accepted. The list is updated weekly.

The list is located on the CSP website, which is accessible by opening the desktop SSP icon. From the main page, scroll to the bottom and locate the column titled "Helpful Information," on the left side. Click on the "General" tab. Click on the link titled "State and Tribal Operating Status Amid Covid-19," then click "Open," which will open the list.

The screenshot shows a web interface with three main columns. The left column, titled "Helpful Information", has tabs for "Guides", "Technical", and "General". Under the "General" tab, there are several links, with "State and Tribal Operating Status Amid COVID-19" highlighted. The middle column, titled "Calendar", shows a "VIEW" button and three calendar entries for "ERICSA Conference" on May 17, 18, and 19, 2020. The right column, titled "Quick Links", lists various resources such as "CY 2020 Federal Offset Collections Schedule" and "Income Withholding Resources".



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

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