



F.Y.I.

from the Policy Unit

FYI-293

Date: June 29, 2020

SUBJECT: Elevating Arrears Disputes

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 purpose of this FYI is to remind staff that arrears disputes not resolved by the case manager are to be elevated to Operations (CSOA) regional management, then ultimately to the Attorney General's office (AGO) if not resolved by the region. Do not refer noncustodial parents (NCP) to submit a request for Administrative Review if they are disputing that arrears are owed or disputing an arrears calculation (DRU). Per [Administrative Review General Policy](#), an arrears dispute alone does not meet the criteria for an Administrative Review.

If an NCP wishes to dispute the arrears on his/her case, refer them to the DES public website Document Center. There they can access the [CSE-1158 Request to Review Arrears](#) form. This form is completed by the NCP, sent to, and processed by the regional office where the case is assigned.

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