



F.Y.I.

from the Policy Unit

FYI-315

Date: Friday, December 4, 2020

SUBJECT: Changes Made to the “Apply for Child Support” Web Page

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

This FYI is being issued to inform staff of changes to the “Apply for Child Support” web page. A link has been added to access the Child Supplemental Page form (CSE-1314A) from the page. This allows customers easy access to the form when additional children need to be added to the application. A reminder has also been added to the page informing the customer that the application must be signed before submission. These issues were identified as pain points for our customers during a value stream mapping session. The Division of Child Support Services (DCSS) continues our commitment to providing quality customer service and meeting the needs of Arizona families.

Establishing a child support order is a legal process that results in an order that sets a monthly amount of money to be paid by the noncustodial parent for the support of the child(ren), or by both parents when a child is in foster care or in the care of a guardian or relative. The order also establishes who will be responsible to provide medical support.

Eligibility ▾

Items You May Need to Apply ▾

Applying for Child Support ▲

1. Complete a [Request for Title IV-D Child Support Services](#) application form. Follow the instructions on the application and provide as much information and as many documents as possible.
Please note: If you are applying for services for more than two children with the same father, you must complete an [additional page](#) for each child with the application for services. ←
2. Submit the completed Request for Child Support Services:
 - Email to: DCSS-Documents@azdes.gov
 - Mail to:
P.O. Box 40458
Phoenix, AZ 85067
 - Drop off in a secure document drop-box at a [local DCSS office](#).Please ensure the application is signed before submitting, as this will create a delay in service. ←

After the Application ▾

These changes may be found [here](#).

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

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