



# **F.Y.I.**

**from the Policy Unit**

**FYI-323**

**Date: Friday, January 29, 2021**

**SUBJECT:** Requesting an Arrears Calculation Standard Operating Procedures (SOP)

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 is pleased to announce the following Standard Operating Procedures (SOP): [Requesting an Arrears Calculation](#) has been updated.

This updated SOP standardizes and instructs staff on how to request and document a request for an arrears calculation to ensure a timely response from the debt team.

The following changes have been added to the SOP:

- Longevity of the Arrears Calculation has been extended to twelve (12) months
- PALR print-screen
- CAAL documentation on CP/NCP Arrears Calculation requests

The Requesting an Arrears Calculation SOP may be found on the PORT at the following location: Standard Operating Procedures>Debt/Financial Management>Requesting an Arrears Calculation

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

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