



F.Y.I.

from the Policy Unit

FYI-347

Date: Friday, July 2, 2021

SUBJECT: Child Support Agencies/Social Security Administration (SSA)
Resolution Process Update 2021

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 a reminder that all requests for information from the Social Security Administration (SSA) are to be composed in the format designated in [Policy FYI-235](#) and sent to Jackeline Soto-Molnar (jsoto-molnar@azdes.gov) for submission to the OCSE Employer Services team. Jackie is the single point of contact in the Division of Child Support Services (DCSS) for the OCSE Employer Services team. Questions and concerns about submitting requests may be directed to her.

Also be advised that the former OCSE Employer Services team point of contact, Cynthia Holdren, is no longer with OCSE and a new point of contact has not been designated.

The [DCSS and SSA Process Flowcharts](#) found in the PORT under FLOWCHARTS>ENFORCEMENT will be updated when OCSE provides new information.

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

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